

## Making a Claim for Universal Credit

The information below will help you with your claim for Universal Credit (UC). If you need further assistance for help to get on-line visit [www.learnmyway.com](http://www.learnmyway.com)

### Before you start:

- Make sure that you have the following information to hand:-
  - Your national insurance number;
  - Details of any rent you pay and your landlords address;
  - Details of any savings and capital you have;
  - Details of any earnings, other income and child care you have to pay.
- The form may take up to an hour to complete if you are single and up to 1 hour 30 minutes if you are a couple, depending on your circumstances.

### You need to set up an on-line account to claim Universal Credit

- To do this:
  - **You must have** a personal e-mail address or mobile telephone number in order to set up your account. If you need help to create an e-mail account, visit [www.learnmyway.com](http://www.learnmyway.com)
  - **You must note** the passwords, security questions and the security code you set up as these are needed to access your account in future.
- **Please check your eligibility to claim at** [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

### To make your claim:

The claim form can be accessed via [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit)

### If you have a partner you will both need to create an on-line account

- Your partner does not need to be present when you set up your account;
- You will need to link your accounts with the code provided before you can submit your claim;
- You need to link your accounts within 7 days;
- Any delay in linking accounts will result in lost entitlement.

### **After you have made your claim:**

- You will be advised to make an appointment to attend your local Jobcentre Plus office which you **must** attend to complete your claim;
- You will need to take evidence of your identity and other proofs in support of your claim such as your current rental charge or childcare costs;
- If you fail to arrange this appointment or do not attend your claim may not be processed and you will lose entitlement;
- Your claim should be decided within two weeks although a payment will not be made until after 6 weeks, although this can be longer;
- If this delay will cause financial difficulty ask at the Jobcentre interview about an advance payment. You **will** have to pay this back;
- UC is a single payment, paid calendar monthly. Some people find it difficult to budget whilst on UC. If you think you will have problems or already have debts and are finding it difficult to manage help is available. As part of the interview you will be offered free budgeting advice;
- Make sure you check your e-mail and texts daily for any communication in relation to your UC claim and act promptly to any requests.

### **Other support for people claiming Universal Credit:**

- If you require help to pay your Council Tax you will need to make a claim for support from Torridge District Council in addition to your UC claim; [www.torridge.gov.uk/howtoclaim](http://www.torridge.gov.uk/howtoclaim)
- If you have problems with your claim for UC there is a helpline where you can receive further advice – 0800 328 9344 (live service);  
0800 328 5644 (full service)
- You can access free budgeting support at any point in your claim, you can do this by speaking to your work coach or via your journal;
- If you are struggling to pay your rent with the level of your UC you may be able to access additional support through the Discretionary Housing Payment scheme [www.torridge.gov.uk/dhp](http://www.torridge.gov.uk/dhp)
- Inform your landlord and the Council if you are struggling to pay your rent or council tax. In most cases arrangements can be made to support you. Your local Citizens Advice Bureau can also provide advice;
- Plymouth Credit Union [www.cpcu.co.uk](http://www.cpcu.co.uk) and West Country Savings and Loans [www.somersetsavingsandloans.org.uk](http://www.somersetsavingsandloans.org.uk) are Credit Unions who have a range of products which can help, including budgeting and savings accounts in addition to accessing affordable credit;
- Visit our website [www.torridge.gov.uk](http://www.torridge.gov.uk) for other help, for example:  
Housing advice; Grants and loans;  
Energy efficiency advice.