

## What is Universal Credit?

Universal Credit will replace:

- **Housing Benefit**
- **Income-related Employment and Support Allowance (ESA)**
- **Income-based Jobseeker's Allowance (JSA)**
- **Child Tax Credit**
- **Working Tax Credit**
- **Income Support**

These are known as 'legacy benefits'.

If you're thinking of claiming one of these benefits for the first time, you might need to apply for Universal Credit instead.

To check if you're eligible for Universal Credit, it depends on where you live. You can check if your postcode is under the full service on GOV.UK.

For support with making a new claim for Universal Credit you can enquire at your local Citizens Advice.

Visit our website

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)



### **Citizens Advice East End**

- **Hackney office,**  
300 Mare St, London E8 1HE
- **Newham office**  
20 Freemason Road, E16 3NA
- **Tower Hamlets office**  
32 Greatorex Street, E1 5NP

[www.eastendcab.org.uk](http://www.eastendcab.org.uk)



### **Universal Credit- Help to claim**

#### **Advice line**

Speak to one of our trained  
Universal credit - Help To Claim-  
advisers through our advice line on:

**England - 0800 144 8 444**

**Wales - 08000 241 220**

Phone Lines are open: Monday to Friday from 8.00am to 6.00pm

#### **Webchat (From April 2019)**

Access our webchat through:  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) where you  
will be assisted by a Universal Credit-  
help to claim adviser on how to submit  
and manage a claim.

Webchat is accessible on (To be confirmed)

## Help to claim what we do

Our universal credit advisers are here to help make and submit new claims for Universal credit, up until their first payment.

We understand that not everyone has access to internet/computers. Our project aims to assist as many claimants with accessibility issues.

Our advisers are on hand to help create email addresses for claimants and assist with the first steps of creating a bank account.

Our service is accessible through your local Citizens Advice office.

As well as Poplar, Hackney, Hoxton, Newham and Stratford Job Centre Plus.

## Applying for Universal Credit - checklist

Before you apply for Universal Credit, you'll need to gather some information

- National Insurance number
- Email address
- Type of accommodation (for example private rental or council tenancy)
- How much rent or mortgage you pay each month
- Any service charges you pay
- Your landlord's address and phone number
- Your bank, building society, credit union or Post Office card account details
- Earnings from work (such as recent pay slips, OR receipts if you're self-employed)
- Any that's not from work (for example a pension or insurance plan)
- Any savings or other capital you have (for example shares or property)
- How much you pay for childcare (if you want to claim childcare costs)
- Details of any other benefits you're getting

## Applying online

Universal Credit applications can only be made **online**, there is no paper form.

Visit **GOV.UK** to set up an account with Universal Credit.

Once a UC account is made, you can start your claim by answering various questions about your personal circumstances.

You can visit your local **Citizens Advice** if you need assistance with making and submitting a claim for Universal Credit.

It is worth starting your claim as soon as you can, as it will mean you get your Universal Credit payment sooner

## Verify your ID

After submitting your Universal Credit claim you will be asked to verify your ID online.

This takes you to a government system called 'Verify' to confirm your identity.

Verify can be difficult to complete. If you're having problems, go back to your Universal Credit account and click on 'I can't do this online'. You can then skip this step and confirm your identity at the **Jobcentre** instead.