

Where can I go for more help?

A free Universal Credit helpline is available for support Monday to Friday 8am to 6pm (closed on bank holidays).

Free Helpline: 0800 328 9344

Further help and guidance is available from:

- Department for Work and Pensions www.gov.uk/universalcredit
- Citizens Advice www.citizensadvice.org.uk/benefits/universal-credit
- Money Advice Service www.moneyadviceservice.org.uk/en/tools/budget-planner

Free internet access is available in West Sussex Libraries. For further details see www.westsussex.gov.uk/libraries.



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Help With...

UC Universal
Credit

This guide is an introduction to Universal Credit.

Universal Credit is a payment from the government which helps with living costs. It replaces:

- Housing Benefit
- Jobseeker's Allowance
- Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit

When will I be able to claim?

Universal Credit is being introduced across the country in stages. Introduction in West Sussex is planned for June and July 2018.



If you're already claiming one or more of the benefits listed above, you should carry on claiming as normal until you're told to do anything differently.

Am I entitled to claim?



To find out if you can claim Universal Credit, use the Citizens Advice eligibility checker:

- www.citizensadvice.org.uk/benefits/universal-credit/before-you-apply/Check-if-youre-eligible-for-Universal-Credit

You can also read the detailed guidance on GOV.UK

- www.gov.uk/universal-credit/eligibility

How will I get paid?



Payments are made into a bank or building society account of your choice. The first payment will take about five weeks from the date of the claim. If you need help to pay bills during this time, you can apply for an advance on your first payment to cover the waiting period.

Working and claiming Universal Credit

There are no limits on how many hours a week you can work if you're claiming Universal Credit. Instead, the amount you get will gradually reduce as you earn more, so you won't lose all your benefits at once.



How do I apply for Universal Credit?

jobcentreplus

You need to apply online at www.gov.uk/apply-universal-credit.

After you have applied, you need to contact your local Jobcentre Plus within seven days to make an appointment with a Work Coach. You won't get Universal Credit if you don't attend the meeting.

Find your local Jobcentre Plus at los.direct.gov.uk.

Your Claimant Commitment



When you meet your Work Coach, you'll be asked to make an agreement called a 'Claimant Commitment'.

This means that you will have to complete certain tasks in order to receive your Universal Credit payments.

What you agree to do will depend on things such as your health, your responsibilities at home and how much help you need finding work.

Get help with your application



If you have not used a computer before, now would be a good time to learn. There are free courses for beginners on www.learnmyway.com and many libraries in West Sussex have volunteers who offer support. See the Library Service's help page on [Computer Skills](#).