



Department
for Work &
Pensions

How to apply for Universal Credit

**Easy
Read**



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1

Introduction



Department
for Work &
Pensions

Universal Credit is a benefit from the Department for Work and Pensions.



It helps pay your daily living costs.

UC Universal
Credit



You may be able to get Universal Credit if:

- You cannot work
- You are out of work
- You are in work and have low earnings.



Most new benefit claims will be for Universal Credit.



You should apply for Universal Credit online. Go to: www.gov.uk
Search for 'Universal Credit'.



This information will tell you **how to apply for** Universal Credit.



You should first **check if you can claim Universal Credit**.

For more information, please see the Easy Read guide - '**Who can claim Universal Credit**'.



You should also check what you will need **before you apply** for Universal Credit.

For more information, please see the Easy Read guide - '**Before you apply for Universal Credit**'.

For more Easy Read information about Universal Credit, go to www.gov.uk

Search for **Easy Read Universal Credit**.

2

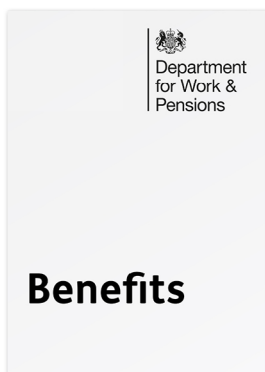
Applying for Universal Credit



If you think you can get Universal Credit, you should apply online.



There are benefits that will stop when you or your partner applies for Universal Credit.

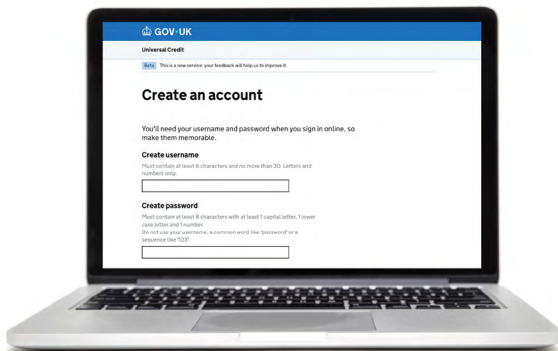


These include:

- Housing Benefit
- Income Support



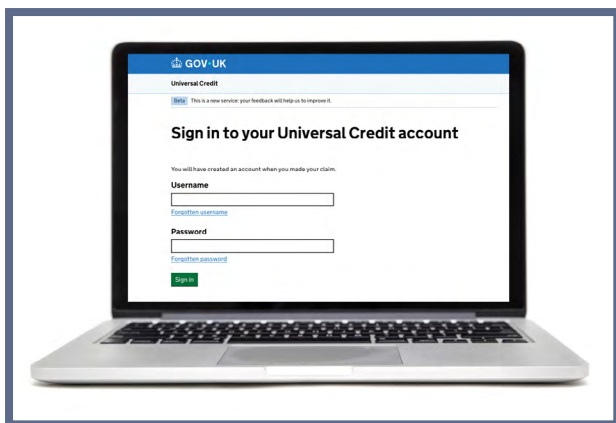
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance.



To apply for Universal Credit, you will need to set up an online account.

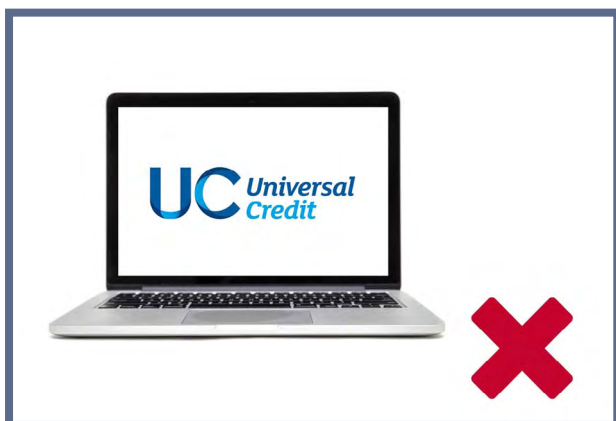
28
days

When you have set up your account, you have **28 days** to apply for Universal Credit. You must complete your claim within this time.

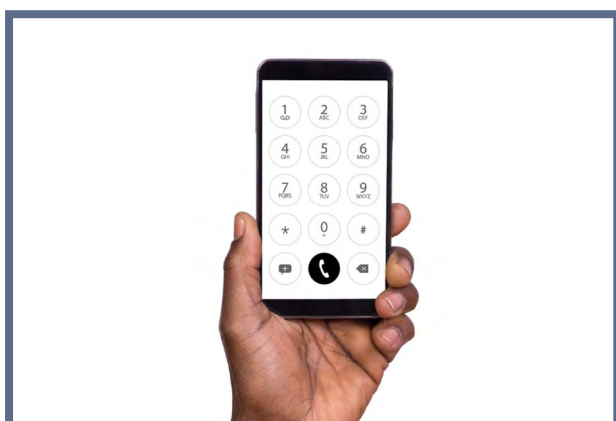


If you have claimed Universal Credit before, you will need to apply for a new claim online.

You can do this by signing into your Universal Credit account.



You may have a disability that means you cannot use a computer.



You can contact the Universal Credit helpline if this applies to you.

Helpline details are listed in chapter 4 '**Contact us**', on page 16.



If you live with your partner, you **must** apply as a couple.

You do not need to be married.



Your partner will also need to set up an account.



You may need to phone the Universal Credit helpline to book an interview with a **work coach**.



Explaining who is a work coach

A **work coach** will help you:

- Improve your skills
- Prepare you for going back to work.

This could include training or how to write a CV.



You will be told if you need to do this after you apply.



If asked to go to an interview you must go.

You will not get Universal Credit if you do not attend the interview.

If you have a health condition or illness



You may need to have an appointment known as a **Work Capability Assessment**.



Your assessment is to find out how your health condition or illness affects you working.

For more information about health conditions, disability and Universal Credit, go to www.gov.uk/health-conditions-disability-universal-credit

If you are nearing the end of your life

**12
months**

You may get extra money for Universal Credit if you are nearing the end of your life and are likely to have 12 months or less to live.

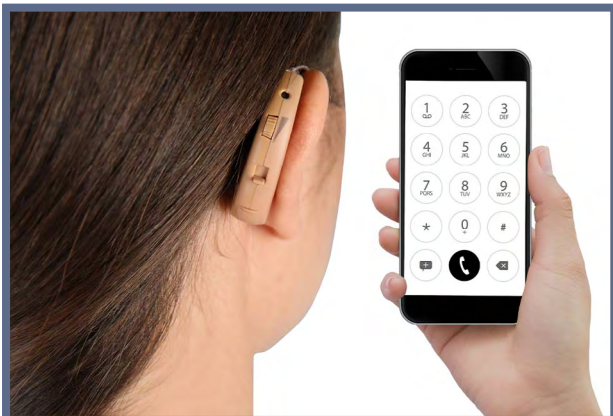


Tell us this information when you apply for Universal Credit.

For more information about getting benefits if you are nearing the end of your life go to www.gov.uk/benefits-end-of-life

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Additional support when you apply



If you need additional support when you apply for Universal Credit, ask straight away.



The sooner you apply, the sooner you will get your first payment.



Help to Claim

UC *Universal Credit*

There are 2 ways to get help applying for Universal Credit:

- Help to Claim
- Contact us using the Universal Credit helpline.

Help to Claim



Help to Claim is a free service from Citizens Advice.

They can support you when you apply for Universal Credit.



They will support you all the way, from your online application through to your first full payment.



They will not share your personal information with anybody else.



**Trained
advisor
support**



You will get support from trained advisors.



They can support you with things like:

- Getting evidence for your application
- Getting ready for your first jobcentre appointment.



How you contact Help to Claim depends on where you live.

If you live in England or Wales, go to
www.citizensadvice.org.uk/helpclaim

If you live in Scotland, go to
www.cas.org.uk/helpclaim

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Contact us



Most people contact Universal Credit using our online service.



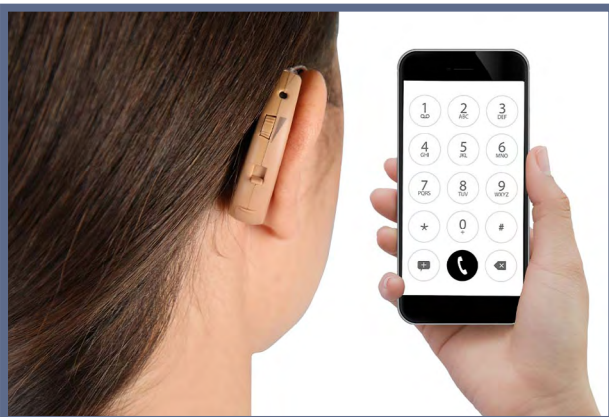
You may have a disability that means you cannot use a computer.



If you need support and cannot access our online service, please contact the **Universal Credit helpline.**



This helpline is open Monday to Friday,
8am to 6pm.



Telephone: **0800 328 5644**

Textphone: **0800 328 1344**



Welsh Language Telephone:

0800 328 1744



If you are deaf and use British Sign Language you may be able to use the video relay service.



If you cannot hear or speak on the phone, you can use Relay UK:

18001 then 0800 328 5644

For more information about who to contact, go to www.gov.uk/universal-credit/contact-universal-credit

For more Easy Read information about Universal Credit, go to www.gov.uk

Search for **Easy Read Universal Credit**.