



Universal Credit – the claiming process

If you need help making your on-line claim or can't access the internet, ring the free **UC helpline on 0800 328 5644**. There is also Assisted Digital Support Available at the following places:

Citizens Advice Bureau

Open: Monday to Friday – 9am to 4pm.

Support available: Support from making an initial claim until the first payment is received.

Address: Melbourne House, 16 Town Hall Street, Grimsby, DN31 1HZ. Phone: 0800 144 8444

Grimsby Jobcentre

Open: Monday, Tuesday, Thursday, Friday; 9am to 5pm and Wednesday 10am to 5pm

Support available: Assisted Service and Self Service

Address: Bridge House, 225 Victoria Street, Grimsby, DN31 1NH.

Phone: 0345 604 3719

Shoreline Housing Partnership

Open: Monday, Tuesday, Wednesday, Friday; 9am to 5.30pm and Thursday 10am to 5.30pm.

Support available: Help to make an online claim only

Address: 11-13 Osborne Street, Grimsby, DN31 1EY.

Phone: 0345 849 2000

NELC Community Learning Services

Open: Monday, Wednesday and Friday; 8.30am to 8pm and Thursday 8.30am to 6pm.

Support available: Assisted Service and Self Service

Address: Thrunscoe Centre, Highgate, Cleethorpes, DN35 8NX.

Phone: 01472 323540

Grimsby Central Library

Open: Monday to Friday; 8.30am to 7.30pm and Saturday 9am to 1pm. Support available: Assisted Service

Address: Town Hall Square, Grimsby, DN31 1HG.

Phone: 01472 323600.

To create a UC account, you will need:

e-mail address
mobile phone
bank/building society/credit union account details
photo ID
housing costs
income and savings details
child and partner details
non-dependent details
childcare costs

To open an account, you need to create:

Create a username
Create a password
Choose 2 security questions (and keep a record of the answers)
Provide a preferred method of contact – text or e-mail

A code will be sent to the e-mail address for you to type back into the service to ensure your email address is correct.

Once your personal details are completed, the account is created and you can now make a claim for UC.

You have 28 days to complete the claim. A single person claim will take about 20 minutes.

To make a claim, you need to complete the following (in any order):

Nationality
Housing – rent/mortgage/service charges. Landlord details if applicable.
Who lives with you – partner/children/family members/lodgers/non-deps.
Is anyone in the household in receipt of Attendance Allowance/ war disablement pension/industrial injuries disablement benefit/ DLA/ PIP
Work and earnings
Savings and investments (£6,000 / £16,000)
Income other than earnings
Education or training 🎓
Health – conditions and if they affect your ability to work
Caring for someone
Bank account details

Your answers are saved as you go along and you can review and amend as necessary.

To confirm that the information is correct, select 'yes' for each. To change anything, choose 'No – change this'.

Confirming the Claimant commitment:

You will be asked to confirm a claimant commitment. This explains in broad terms what you will be expected to do in order to receive UC. This will be tailored by your work coach.

Legally declare that all information provided is correct.

Submit claim.

You will then be asked if anyone has helped you to make the claim (e.g. – support worker).

Couple claims

Each member of a couple must make their own claim. These claims are then joined together.

Each member of a couple will be able to see the other's account.

If there are children, the primary carer needs to be identified.

When the first member of a couple sets up their account, they will be asked if they have a partner. When they answer yes, they will be given a partner code for their partner to enter when they create their own account. This will link the accounts.

If a couple separates, their accounts will be separated. There is no need for them to create a new account. Similarly, if a single claimant becomes part of a couple, they do not need to create a new account.

Gov.uk verify

When you have completed your claim, a new item will appear in your 'to-do' list asking you to verify your identity through the Gov.uk verify service. This allows you to confirm your identity on-line by creating an account with one of the specified companies.

If you already have a Government Gateway account, these details can be used to verify.

If you do not have a Government Gateway account, you will be asked some questions to narrow down your company of choice. Once a company is chosen, you will be taken to their website to register. You do not need to be an existing customer of the company.

You will be asked for details. The more details you can provide, the more likely it is that this company will be able to support you. Details may include details of photo ID, bank statements, mobile bills (this is not an exhaustive list). Some companies allow documents to be scanned in and you can then take a selfie to compare the images.

Once verification is complete, you will be taken back to your UC account to continue.

If you are unable to verify on-line, you can book an appointment to bring your ID into the JobCentre. The list of accepted documents is shown in your online account.

If a person has no ID documents at all, they can ask another trusted organisation to verify their ID, such as their GP.

Initial Interview

There are instructions in your 'to-do' list about arranging an initial interview at the Job Centre. To make the appointment call **0800 328 5644**.

Home Page

Once the account has been set up, the claimant has access to the Home Page. From here you can access, among other things:

Your UC Journal:

The journal has 2 main functions:

- o It shows a history of all of the actions carried out through the lifetime of the claim;
- o It allows the claimant to interact with their work coach: E.g.: Service issues; benefit cap changes; notes; CV updates, reporting change of circumstances
- o An appointee can also be set up here.

Your 'to-do' list:

A list of actions required from you in order to maintain your claim or fulfil your work search commitments.

Statement of payment:

This is not available until the calculation has been completed – 2 or 3 days before payment is due to be made.

Report a change:

E.g.: changes to your health, if you become a carer, change of address, etc.