

# Universal Support: Help to claim

At Citizens Advice Universal Credit is our fastest growing advice area. Since the roll out began we've helped over 175,000 people with Universal Credit issues.

The majority of people who come to us for help with Universal Credit need help in making their initial claim. We've designed a new service which meets this need and it will be available in England and Wales from April 2019. Citizens Advice Scotland will deliver a parallel service in Scotland.

## The service

### Step 1: Multi-channel 'no wrong door' access



Our service will be available, face-to-face, over the phone and online through webchat and online content - to allow clients to access support in the way that's right for them. They can be sign-posted or referred by other support agencies or self-refer.



### Step 2: Help to Claim check

We'll check that Universal Credit is the right benefit for the client to claim



### Step 3: Individual needs assessment

However clients come into our service we'll start by assessing their individual needs to make sure they can get access to the right level of support in the way that's right for them



### Step 4: Support to start a Universal Credit claim

- Check whether a client should be applying for Universal Credit
- Set up an email address or Universal Credit account
- Work through claim to-dos
- Access Universal Credit phone claim service or DWP home visit support



### Step 5: Completing a claim and getting ready for first payment

Depending on their level of need this might include help to:

- Support through the verify process
- Provide additional evidence
- Prepare for the practicalities of a monthly payment
- Access adaptations such as direct payments to landlords and conditionality easements
- Apply for additional financial support



### Step 6: Access to longer term support

Our help to claim service supports clients to make their initial Universal Credit claim. We can also support them with other issues in their lives by signposting or referring clients to other services - within Citizens Advice or through other organisations.