

# Herefordshire Community Network

## Support for Ukraine – information for guests

### To apply for Universal Credit, follow these steps:

#### Create an Account:

The quickest way to claim Universal Credit is online. You'll need to set up an account, and once that's done, you'll receive a "to-do list" to complete your claim.

Use the link to the website or scan the QR code.

[Universal Credit online - Universal Credit \(universal-credit.service.gov.uk\)](https://universal-credit.service.gov.uk)



## Universal Credit online

Use this service to:

- create a Universal Credit account
- make a claim
- join your partner's claim

You must have an email address. You will also need access to your mobile phone (if you have one).

[Create an account](#)

### If you have made a Universal Credit claim before

[Sign in to your Universal Credit account](#) if you already have one.

This will allow you to return to an existing claim, report a change, or make a new claim.

If you have forgotten your sign in details, you can reset them or ask for a reminder.

This list will include tasks such as providing information about your living situation, employment status, and any caring responsibilities.

#### Attend an Interview:

After successfully submitting your online claim, you'll need to visit the Jobcentre for an interview with your work coach if you want to claim Universal Credit



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### Await the Outcome:

Once you've completed the necessary steps, await the decision on your Universal Credit claim.

Remember that you must complete your claim within 28 days of creating your account. If you've claimed Universal Credit before, you'll need to apply for a new claim online. If you have any questions or need assistance, feel free to call the Universal Credit helpline at 0800 328 5644.

### **What you need to apply**

#### To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone

If you do not have these, you can call the Universal Credit helpline or go to a jobcentre. You can also get support from the Citizens Advice Help to Claim service.

#### You'll also have to prove your identity. You'll need some identity documents for this, for example your:

- driving licence
- passport
- debit or credit card
- payslip or P60

#### To complete your claim you will need to provide information about:

- [your housing](#), for example how much rent you pay
- your earnings, for example payslips
- your [National Insurance number](#), if you have one
- other benefits you get
- any disability or health condition that affects your work
- how much you pay for childcare if you want help with childcare costs
- your savings and any investments, like shares or a property that you rent out

#### You might need an appointment with the Universal Credit team if:

- they need more information



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- you cannot verify your identity online

You'll be told if this appointment will be in a jobcentre or on the phone.

You will have to go to a meeting to agree the activities in [your claimant commitment](#) before you can get your first payment.

### Report a change of circumstances

You need to report changes to your circumstances so you keep getting the right amount each month.

**You need to report changes as soon as they happen. Any delay may mean you receive too much money and will have to make a repayment.**

Changes in your circumstances can affect how much you're paid for your whole assessment period - not just from the date you report them.

Changes can include:

- finding or finishing a job
- having a child
- moving in with your partner
- starting to care for a child or disabled person
- your child stopping or restarting education or training, if they're aged 16 to 19
- changing your mobile number or email address
- moving to a new address
- going outside Great Britain for any length of time, if you live there
- going outside Northern Ireland for any length of time, if you live there
- changing your bank details
- your rent going up or down
- changes to your health condition
- becoming too ill to work or meet your work coach
- changes to your earnings (only if you're self-employed)
- changes to your savings, investments and how much money you have
- changes to your immigration status, if you're not a British citizen

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You could be taken to court or have to pay a penalty if you give wrong information or do not report a change in your circumstances.

### How to report

You can report a change of circumstances by [signing in to your Universal Credit account](#).

### If you get a job or increase the hours you work

Use a [benefits calculator](#) or speak with your work coach to find out how getting a job or an increase in your earnings might affect your Universal Credit claim.

Most employers will report your earnings for you. You will normally only need to report monthly earnings if you are self-employed.

### If you've been paid too much

You may have to repay the money if you:

- did not report a change straight away
- gave wrong information
- were overpaid by mistake

Find out how to [repay the money you owe from benefit overpayment](#).

### Important!

- **Come to the appointment on time**
- **Accept your commitments on time**
- **Check your to-do list**

Home To-do list Journal

[Report your income and expenses](#)

[Tell us about your work search](#)

[Answer a few equality questions \(optional\)](#)

[See a record of completed to-dos in your journal.](#)

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If you need **to leave a message for your work coach** – go to the Journal – a message for my work coach – next - leave your message.

### What do I do with my journal?

Your online journal is used to maintain your Universal Credit claim.

In your journal, you'll:

- Complete To Do's
- Record your job search
- Keep in touch with your work coach
- Report any changes

Home To-do list Journal

### Journal entry

What's this entry about?

A payment

A change

An appointment

Details of my work search

A message for my work coach

Service issues

Next

If you have any questions or need assistance, feel free to call the Universal Credit helpline at 0800 328 5644.

Information correct as of 1.08.2024