

Citizens Advice takes over Universal Support

From April 2019, Citizens Advice takes over Universal Support for new Universal Credit claimants.

Their service will be available to allow claimants to access their support in a way that's right for them, and this will be:

- Information
- Face to face,
- Over the telephone, and
- On-line through webchat and online advice content.

Their aim is to assess the claimant's level of needs and ensure each claimant accesses the level of support that will work for them.

They will start by checking that Universal Credit is the right benefit for the claimant.

If it is then they will help with the initial claim ie :

- Setting up an email account
- Setting up a UC account
- Helping claimants with their initial claiming 'to-dos'
- Accessing UC phone claim services
- Accessing DWP home visit support.

They will also help claimants:

- Verify their identity
- Provide additional evidence
- Prepare for the practicalities of their first monthly payment
- Access conditionality easements
- Apply for Advance Payments and other financial support.

And they will offer access to longer term support where appropriate by signposting or referring claimants to other support service - within Citizens Advice or through other organisations.

Please see the [Citizens Advice website](#) for further information, help and advice.