

Help to Claim Project

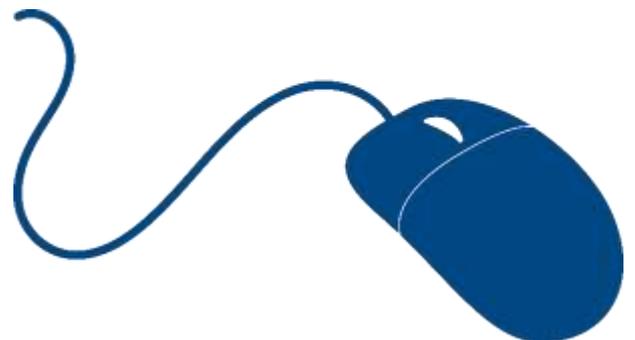
Universal Credit
Support Service



7. Your UC interview

citizens
advice

Westminster



Attending your UC interview is the last step in making your UC claim. Your interview will be with your Work Coach (this is the person you will meet regularly as part of your claim).

Booking your appointment

After you have applied online, you will need to book an interview at your local Jobcentre. You will need to book it within a week. If you do not arrange the interview within a week you might have to start your application for UC again.

Check the 'to-do list' section of your UC account for the phone number you need to book your interview.

If you cannot find the number, call the **DWP's UC Helpline: 0800 328 5644** (Monday to Friday, 8am to 6pm)

Once booked, details of your appointment will appear under the 'to-do list' section of your account.

There is a section called 'Journal'. You can use this to:

- contact the DWP and your Work Coach
- add and upload evidence to your claim

Remember to check your journal regularly so you don't miss any messages from the DWP or your Work Coach.

Preparing for your interview

You will have to take documents that prove you gave the right details in your online application, including:

- your photo ID
- your housing details
- your bank details
- information about your income and savings (including payslips)

We have devised a **checklist** to remind you what information you need to take with you (see back page of this leaflet).



You will not get your first UC payment until you've brought all the documents with you.

If you do not have the right documents to take to the interview, call the DWP to explain your reasons. You might be able to get more time, for example if you need to order new copies of any documents.

Your UC interview

At your interview, your Work Coach will ask you to agree and sign your 'claimant commitment'. This is a list of work tasks you need to complete in return for UC.

Explain to your Work Coach what work you can do. This might be something relevant to the skills and qualifications you have. You should take an up to date CV with you.

Tell your Work Coach about your situation which may affect your ability to work or look for work, for example, if you have children, or have care responsibilities. You might also have statutory duties to perform, for example Jury Service.

Make sure your claimant comment is right for you. You can take up to a week to decide whether it is. Make sure you tell your Work Coach what you decide within a week. If you don't tell them in time, they'll close your claim.

If you need help getting your claimant commitment right, contact our Help to Claim team (see details in the box→)

After your interview

You will usually get your first payment five weeks after you submitted your claim online.

If you have not sent all your evidence or agreed your claimant commitment, do this as soon as possible - if you do not, you might have to make a new claim.

If you think you will not have enough money to live on while you wait for your first payment, you can ask for an advance payment of UC. The advance payment is a loan; you will have to pay it back, but there is no interest to pay. Speak to our Help to Claim team to find out more.

Our **Help to Claim team** are here to help you with your UC Claim.

Call and speak to us

0800 144 8 444 (free phone). Lines are open 8am to 6pm, Monday to Friday

Or visit:

www.westminstercab.org.uk/advice/universal-credit/

Checklist – things to take for your UC interview

You can ask DWP to post you a letter that lists the evidence you will need to provide. You must take all the right evidence to the interview, otherwise you will have to wait longer for your UC payment.

You will need the below (please note this list is not exhaustive):

- Your ID [passport or driving license]
- Your postcode [official letter from bank or energy company]
- Your NI number [this will be on a recent payslip, or a letter from the HMRC]
- Your bank account details [a copy of your recent statement]
- How much rent you pay [take a copy of your rent agreement]
- Your landlord's address and phone number
- Details of any savings or capital you have [shares or property you have – take copies of any relevant bank statements]
- Details of any income that is not from work [pension or insurance plan]
- Details of how much you earn [recent payslips]
- Any other benefits you are getting [take your benefit letters]
- If you are claiming childcare costs, then details of how much you pay for childcare [take invoices or receipts]
- Child benefit reference numbers for any children you get child benefit for.

If you do not have any of these documents, please call our Help to Claim team to discuss alternative evidence to support your claim.

Remember: If you are in a couple, the jobcentre will normally need information and evidence about your partner's circumstances as well as yours.

You will not get your UC payment until you have provided DWP with all the right evidence as soon as possible.

