



Cyngor Bwrdeistref Sirol  
**MERTHYR TYDFIL**  
County Borough Council

# A guide to Universal Credit Full Service

The following is some information about Universal Credit Full Service which begins in Merthyr Tydfil on **27th June 2018**.

From this date a claim to Universal Credit will be required in place of a new claim for:

- Jobseekers Allowance
- Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit
- Housing Benefit

.....and there are 2 children or less.

**Note: A claim for Council Tax Reduction still needs to be submitted to the Benefits Section.**

From this date a claim to Universal Credit will be required if there is a change in circumstances such as:

- Being found fit for work so Employment and Support Allowance ends
- A relationship starts or ends
- Bereavement
- Change in working hours
- Loss of job
- Change from jobseekers allowance to income support due to the birth of a child
- Becoming a carer
- Youngest child turns 5
- Going back to job seeking after a period of sickness
- New claim for Housing Benefit
- Moving from one local authority to another

When making a claim for Universal Credit the following information will be required:

- National Insurance number
- Postcode
- Email address (a claim cannot be made without this)
- Telephone number (landline or mobile)
- Full name and address of the landlord
- Amount of rent charged
- Tenancy start date
- Details of any children or other people living in the property, including their names, dates of birth and income.
- Name and address of bank and account number and sort code.



## Universal Credit key words:

**Alternative Payment Arrangement** - payments can be made more frequently (weekly or fortnightly), can be split between a customer and partner, or the Housing Cost Element can be paid direct to a Landlord (this is called a Managed Payment to Landlord)

**Advance Payment** - An advance payment can be requested when a new claim is made. This is usually half of the expected monthly entitlement and will then be repaid out of subsequent payments.

**Assessment Period** - Entitlement to Universal credit is assessed monthly and payments are then issued a week after the end of the assessment period.

**Claimant Commitment** - This is the personalised document that every claimant must sign and act upon in order to continue to receive payments.

**Department for Work and Pensions** - the government department responsible for receiving and processing Universal Credit claims

**Housing Costs Element** - the amount included in the Universal Credit entitlement to help pay towards rent

**Job Centre Plus** - the part of the DWP that provides services to help get customers back into work and any signposting for other support required

**Joint claim** - if a couple is eligible for Universal Credit they make a joint claim and are paid one payment for the household

**Online journal** - each customer will manage their account through their online journal. Work coaches can add actions for the customer and the customer can use it to send messages to their Work Coach. Sanction- if a customer does not satisfy some or all of their claimant commitment then they could be sanctioned and their payments reduced or stopped.

**To do** - an action that can be added to a customers online journal for them to complete and action. Universal Job match- every Universal Credit claimant is expected to register on here as it is a tool to help them to find work and apply for jobs etc.

**Universal Support** - this is the part of Universal Credit that involves the Local Authority. If a customer requires support to manage their online claim or to have assistance with budgeting or other support issues then in Merthyr, the benefits section receive referrals and assist the customer.

**Work Coach** - this is a trained advisor based in the Job Centre to help customers who are claiming Universal Credit to get back into work or education and training for work.