Universal Credit Application

The customer will need to create an account online, to do this they will need an email address, bank account details and whatever ID they have available. There is a helpline to make a claim if online application is not appropriate: freephone no. to help to claim is **0800 328 5644**. The legislation has been changed for those claiming; they will not have to undertake a Habitual Residence Test cutting entitlement down from 3 months to day one. We have vulnerable customer leads at each job centre office with access to translation services and the ability to support make online applications. We have a dedicated team to ensure we are keeping a track on all claims to ensure these claims are up and running as soon as possible and people have access to funds as soon as possible.

Bank Account Applications

To open a bank account in the UK, you usually need to show proof of ID such as passport, biometric residency permit, driver’s licence or recognised identity card. You also need proof of permanent address. The Government is working with major banks to find a solution to enable you to open accounts without the usual permanent address requirement. A number of UK banks already have a system for opening accounts where you do not have a permanent UK address.

National Insurance Numbers

<https://www.gov.uk/apply-national-insurance-number> if the customer presents for support at the Job Centre and doesn’t have a National Insurance Number (NINO) then our front of house support staff will be able to apply for the customer as part of their claim to Universal Credit.

Employment Support and Advice

DWP have had offers from both local and national sponsors with offer of employment for people coming over from Ukraine. Once their claim is up and running they will be allocated a dedicated Work Coach who will complete a Claimant Commitment appointment, this is a 50 min appointment that will explore the person’s employment options and suitability. This appointment will help identify any barriers such as language and/or disabilities. We have a translation service that we can use but it would be helpful for the person to attend the initial appointment with a person whom can translate for them.