

Renfrewshire Citizens Advice Bureau will provide the advice and support people need to submit their claim for Universal Credit and support them through to their first payment. This involves helping with the online forms, evidence required, and verification of identity.

This project will start 1st April 2019. It is expected the project will support approximately 20% of the anticipated new UC claimants in Renfrewshire

To avoid confusion this project is now being called 'How to Claim, (Universal Credit)' as opposed to previously known as Universal Support.

So What Will This Entail: -

- > Face-to-face, telephone and web chat interviews (WC still to be set-up)
- > Assist with the setup of a Universal Credit account, including setting up a personal email account and/or bank account, if needed
- > Support to clients completing and submitting their claim form, ensuring clients have identified and gathered all evidence and documentation needed
- > Support the client through the first assessment period and helping them to complete the identity verification process online, if needed
- > Support clients to prepare for their first appointment with a Jobcentre Plus work coach
- > If appropriate, to support the client with applying for any additional support such as short-term advance and/or access to the Scottish Welfare Fund
- > Ensure the client understands the payment schedule and takes action to prepare