

## About Universal Credit

### **About UC: useful information**

- UC is entirely online and a national scheme, so the primary source of information will always be the government website:  
<https://www.gov.uk/guidance/universal-credit-toolkit-for-partner-organisations>
- However, our website has a UC page which provides useful links:  
<http://www.westsuffolk.gov.uk/benefits/universal-credit.cfm>
- Not everyone is eligible to claim UC immediately and will be advised to remain on their legacy benefit (there is a planned migration to move all claimants to UC in the future). You can check eligibility here:  
<https://www.gov.uk/universal-credit/eligibility>
- UC is paid monthly to a claimant so some people may need money advice, links are provided on our UC webpage.
- UC is not paid directly to a landlord unless special arrangements are in place. Information about how the council can support landlords:  
<http://www.westsuffolk.gov.uk/housing/privatehousing/index.cfm?aud=residents>
- Landlords are encouraged to attend the regular Landlord's Forums organised at West Suffolk House. Details can be found using the link above.

### **Signposting for support**

- UC is an online service and all transactions are made via an online journal. We have developed a digital map for the area which shows where people can access computers if they don't have their own:  
<https://www.westsuffolk.gov.uk/benefits/universal-credit.cfm>
- Work Coaches based in local Jobcentres provide support to UC claimants with employment-related issues.
- Suffolk West CAB provides personal budgeting advice to UC claimants and are based in the Jobcentres or in their local office.
- The Housing Options team can provide advice to those who may be struggling to make rent payments – we encourage residents to have early conversations with housing staff. Contact: [reducing.homelessness@westsuffolk.gov.uk](mailto:reducing.homelessness@westsuffolk.gov.uk)
- Local Council Tax Reduction is not included in UC and will continue to be paid by ARP.