

News story: New 'Help to Claim' service provides extra Universal Credit support

Enhanced, free, confidential and impartial support to help people make a Universal Credit claim is available from today.

The Department for Work and Pensions (DWP) has invested £39 million into the 'Help to Claim' service, which will be delivered independently by Citizens Advice and Citizens Advice Scotland.

Secretary of State for Work and Pensions Amber Rudd said:

One of the best things about Universal Credit is its flexibility. It recognises that everyone is different and it's not a one-size-fits-all benefit.

So for anyone who needs that little bit of extra help to make their claim, new help is now here.

In addition to the support Jobcentre Plus staff already provide, Citizens Advice will now deliver high quality, independent advice through Help to Claim.

Help to Claim will provide free, confidential and impartial support to help people make a Universal Credit claim. People using the service can get advice on anything to do with applying for the benefit, including gathering the required evidence, filling in the application or preparing for their first jobcentre appointment.

Citizens Advice and Citizens Advice Scotland are committed to providing 'Help to Claim' across all areas of England, Wales and Scotland ensuring a consistent service across Great Britain. People will be able to access support online, over the phone and face-to-face through local Citizens Advice bureaux.

Anyone who requires support to make a new Universal Credit claim or is moving from a legacy benefit to Universal Credit following a change of circumstances can access [Help to Claim](#).

Accessing Help to Claim support is completely voluntary.

The service can be accessed any time until the first full correct payment of Universal Credit is in place.

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