

**If you need information, advice and guidance about benefits or other issues, please get in touch with us.**

**Citizens Advice**

**Universal Credit Helpline:**

**0800 144 8 444**

**(freephone)**

**Web chat and email:**

**[advicewestsussex.org.uk](http://advicewestsussex.org.uk)**

**Haywards Heath**

Oaklands

Paddockhall Road

RH16 1HG

Monday to Friday:

9.30am-4pm

**Burgess Hill**

Help Point

96 Church Walk

RH15 9AS

Tuesday: 10am-4pm

**Horsham**

Lower Tanbridge Way

RH12 1PJ

Monday to Friday:

9.30am-4pm

(Open until 6pm

on Mondays)

**Burgess Hill**

Library

The Martlets

RH15 9NN

Thursday: 10am-4pm

**Shoreham-by-Sea**

The Shoreham Centre

Pond Road

BN43 5WU

Monday to Thursday:

9.30am-4pm

**Crawley**

The Orchard

1-2 Gleneagles Court

Brighton Road

RH10 6AD

Monday to Friday:

9.30am-4pm

**Worthing**

Worthing Town Hall

Chapel Road

Worthing

BN11 1HA

Monday to Friday:

9.30am-4pm

(Open until 7pm

on Wednesdays)

**East Grinstead**

Library

32-40 West Street

RH19 4SR

Tuesday and Thursday:

9.30am-4pm

Friday: 10am-12pm

## Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality and challenge discrimination and harassment. We're here for everyone.



@CAWestSussex



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[www.advicewestsussex.org.uk](http://www.advicewestsussex.org.uk)

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# Preparing for your Universal Credit interview



**citizens  
advice**

**in West Sussex**  
North South East

## Your interview

To finish your Universal Credit application, you'll have an interview at a Jobcentre. This is sometimes called a 'work search interview' or 'claimant commitment interview'.

The interview will be with a member of staff who'll become your 'work coach' while you're getting Universal Credit. You'll meet your work coach regularly – they should support you and help you find a job.

### If you're part of a couple, you'll have separate interviews.

The purpose of the interview is to:

- Check your identity
- Help you understand how Universal Credit works and what will happen next
- Come up with a plan to improve your work situation, such as getting training or finding a job
- Arrange what you need to do in return for getting Universal Credit, for example how many hours you need to spend looking for work. This is called a 'claimant commitment', and you'll need to sign it
- Find out if you need any support with budgeting

Please remember that your interview isn't an interrogation: you're not on trial. It's a two-way conversation with your work coach.



**You must remember to make a separate claim for Council Tax Reduction and Free School Meals**

## Arranging the interview

**You'll need to arrange an interview at your local Jobcentre within 7 days of applying online. If you don't arrange the interview in time you might have to start your application for Universal Credit again.**

After you apply online, you should be given a phone number to call so you can arrange your interview. You'll need your NI (National Insurance) number with you when you make the call.

If you aren't given a phone number, call the DWP's Universal Credit helpline number, below, to arrange your interview.

### The DWP Universal Credit Helpline

 0800 328 5644

Open Monday to Friday 8am to 6pm

Calls to this number are free.

When you arrange your interview, the person you speak to will tell you what documents you'll need to bring with you.

After you've arranged the interview you'll be able to find details about it in your online Universal Credit account.



### Important

**If you choose to be contacted by telephone, make sure your phone is on during the day and you don't miss the call.** Your application might be cancelled if you miss the call more than once. The call might display as an 'unknown' number.

## What you need to bring

You'll have to take documents that prove the details in your online application are correct. These will be copied and given back to you.

You'll need to provide evidence of:

- Your identity, e.g. passport, driving licence or EEA national identity card
- Your address, e.g. an official letter from a bank or energy company
- Your NI (National Insurance) number
- Your bank, building society or Credit Union account, e.g. a bank statement or bank card
- Your landlord's address – this can be found on your rent agreement
- Any savings you have and any other 'capital' investments, e.g. shares or property
- Any income you get that's not from work, e.g. from a pension or insurance plan
- Details of how much you earn from work, e.g. recent payslips
- How much you pay for childcare (if you want to claim for childcare costs), e.g. an invoice or receipt
- A P45 form if you've left work
- Any other benefits you're getting, e.g. benefit letters or a bank statement
- Birth certificates of your children
- If you receive Child Benefit, your reference numbers for each child. This can be found on letters to you about Child Benefit. It will begin with 'CHB' and is made up of 8 numbers and 2 letters, e.g. CHB 12345678 AB