

First Assessment period (AP1)

Second Assessment period (AP2)

Receive

Awareness

Apply

Receive

I have received a statement from DWP with a breakdown of my UC entitlement

I have received a notification from DWP to take action on my online UC account

I do not need to make an application and can respond digitally to alter my payment arrangements

I receive my statement with breakdown of my entitlement

1 I receive my first UC payment, including my housing costs

2 I receive a text message/email advising me I have an action to complete on my UC claim

4 I respond to DWP online to advise I wish to move to fortnightly payments and to have my landlord paid direct from DWP

5 I receive my payment into my bank account

3 I access my Universal Credit online account and receive offers to choose how often I am paid and how my house costs are paid

6 My landlord receives my housing costs directly