

# UNIVERSAL CREDIT ESSENTIALS

## Mission Statement

Universal Credit Essentials is committed to supporting people to navigate a complex benefit system and to maximise their income.

### What we do

Our aim is to empower individuals to successfully manage their own claim and understand their universal credit entitlement.

We do this by providing:

- information guides on different elements of Universal Credit;
- frequently asked questions (FAQs) and template responses;
- an online forum for peer support without judgement or stigma;
- one-to-one information and guidance on complex cases.

### Our values and principles

- We believe that everyone should have access to information and support irrespective of their circumstances.
- We believe that everyone should be given the tools and understanding to explore all their options.

### The difference we make

By using Universal Credit Essentials, individuals will:

- increase their confidence in dealing with their claim and resolving issues;
- access money they are entitled to and maximise their income.