

Welsh language communications

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Claimants who live in Wales can choose to make their claim online in Welsh in exactly the same way as they would make a claim in English. The service is accessed via GOV.UK.

To arrange their initial appointment with a Welsh speaking work coach, the claimant is presented with the dedicated Welsh language line number – 0800 328 1744.

This number is also the number the claimant should use if they have any query regarding their Universal Credit.

Claims will be dealt with by Bangor service centre.

Claimant wishes to correspond in Welsh

When a case manager, work coach or decision maker goes into a claimant's account they will notice if the claimant has chosen to deal with Universal Credit in Welsh. A flag with their preferred language will be displayed stating:

- Written Welsh
- Spoken Welsh or
- Written and Spoken Welsh

Written communications

If a claimant has chosen Welsh for their written communication, all service generated notifications, for example journal messages, SMS and emails will be in Welsh. All other written correspondence must also be in Welsh including any:

- ad-hoc messaging to the claimant
- up-loaded claimant's letters, including decisions
- manual ALP messaging

Welsh versions of notifications and manual ALP messaging are located in the Universal Learning Resources Section.

Verbal Communications

If a claimant has chosen Welsh for their verbal communication, all face to face appointments and telephone calls must be undertaken in Welsh, by a Welsh speaking work coach, case manager or decision maker.

Welsh Language enquiries

Claimants who wish to make an enquiry using Welsh as their preferred language can do so by either:

- making an entry in the journal of their Universal Credit online account in Welsh. A Welsh speaking work coach or case manager will respond in Welsh

or

- calling the Universal Credit Welsh Language Line directly on 0800 328 1744