



MANCHESTER  
CITY COUNCIL

# Universal Credit

Help and support to make your claim



## Universal Credit

Universal Credit is a Department for Work and Pensions (DWP) benefit delivered by Jobcentre Plus. It's a single monthly payment to help with your living costs and you may be able to get it if you're on a low income or out of work.

Universal Credit brings together some existing benefits such as Housing Benefit and tax credits. It's paid differently to current benefits you receive. It's paid once a month into your bank, credit union or building society account.

If you live with your partner and you both claim Universal Credit, you'll receive a single payment that covers both of you. You'll also be responsible for paying your rent.

When you first make a claim, it will take around five to six weeks for your first payment to be made. You can apply for an advance payment, but this will be deducted from future payments.

## Universal Credit in Manchester

From late 2017, Universal Credit Full Service is being introduced across Manchester for new benefit claims, and for existing benefit claimants who have a change in circumstances that affects what they are entitled to. The date this applies to you depends on where you live in Manchester.

If you already claim Universal Credit Live Service, you'll need to reapply for Universal Credit Full Service. The Department for Work and Pensions will write to you and let you know when you need to reapply. Don't ignore the letters or you could end up losing your benefits.

If you're not affected by Universal Credit yet and you're not already receiving Universal Credit, you'll need to claim other benefits, such as Housing Benefit, in the normal way.

## Making a claim online

Universal Credit can only be claimed online. There's free access to the web in libraries and jobcentres across the city. Staff in jobcentres will be able to help you make your claim.

If you need additional support making your claim online, call the **Universal Credit Assisted Digital Support (ADS) Information Line** on **0161 242 5260** (local rate) to hear a list of venues and times when support is available.

## Managing your money

You may have not been paid this way before, so it's important that you manage your money to last the whole month and have enough to pay your rent.

Some people may need support with managing a monthly payment. Your work coach can refer you to Shelter, which can provide personal budgeting support, or call **0344 515 1681** (local rate – but calls from mobiles may be higher) to arrange a Personal Budgeting Support session.

## Help with council tax and school meals

Even if you claim Universal Credit, you can still claim Council Tax Support and free school meals. You must apply for these through the Council, as they aren't covered by Universal Credit. Apply online at: [www.manchester.gov.uk/benefits](http://www.manchester.gov.uk/benefits)

## Further information and support

Visit [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit) or call the Universal Credit helpline on **0800 328 9344**.

## Jobcentres across the city

**Alexandra Park:** 91 Moss Lane East, M15 5JB

**Cheetham Hill:** 36 Crescent Road, Cheetham Hill, M8 9DQ

**Didsbury:** Danesmoor Court, 95–97 Palatine Road, West Didsbury, M20 3JQ

**Newton Heath:** 1009 Oldham Road, Newton Heath, M40 2EP

**Openshaw:** Cornwall Street, Openshaw, M11 2WR

**Rusholme:** 96 Wilmslow Road, Rusholme, M14 5BJ

**Wythenshawe:** Simon House, Wavell Road, Wythenshawe, M22 5RA

## Making a Universal Credit claim

Go to [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit) to make a claim.

You must allow time for the form to be completed, which may take up to an hour.

For individual or joint claims you'll need to have the following information to hand when you apply online:

- **Your personal information**

National Insurance number; your email address; your phone number

- **Your housing information**

Your address; your landlord's address and phone number; how much rent you are paying

- **Your financial information**

Your bank account details; details of any savings you have; any salary or other income; details of other benefits you're claiming

- **Your family's information**

Your childcare costs; your child benefit details, including your child benefit number (this can be found on child benefit letters, or phone 0300 200 3100 if you need help).

**Claims for Universal Credit cannot be backdated, except in exceptional circumstances.**