

# Opening up work\_

## Universal Credit key messages

From 25 July **new claims** for most benefits/tax credits for **working age people** in Sunderland will usually be for Universal Credit.

**Check UC is the right benefit for you.**

You do not need to claim UC otherwise until the Department for Work and Pensions tell you to claim.

### Universal Credit – the facts

**#universalcreditsunderland**

- £ Universal Credit will be paid directly into your bank account
- £ You'll get one monthly payment for your whole household
- £ Your payment may be different each month – depending on your income, for example, change in wages
- £ Any help you get with your rent will be included in your payment
- £ You'll have to pay your landlord yourself
- £ Most people will claim Universal Credit online.
- £ You can apply for an **Advance Payment** to help you manage until you get your first payment

[www.understandinguniversalcredit.gov.uk](http://www.understandinguniversalcredit.gov.uk)

You can find information on services that can help you with these things at:  
[www.sunderland servicedirectory.co.uk/kb5/sunderland/directory/home.page](http://www.sunderland servicedirectory.co.uk/kb5/sunderland/directory/home.page)

## Universal Credit – get ready

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- £ **Get the right bank account** – you will need one to get paid
- £ **Draw up a budget**
- £ **Set up an email address** – you will need one to make a claim
- £ **Find your national insurance number** – you will need one to make a claim
- £ **Get online to manage your claim**
  - Find out where you can get online
  - Improve your online skills if you don't feel very confident

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## Universal Credit – claim it

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- £ **Don't delay**
- £ **If need help to make an online claim**
  - Contact the UC Helpline for free on 0800 328 5644 (Monday to Friday 8am-6pm)
- £ **Have all the information you need**
  - ID
  - Proof of your income, your rent and landlord information
- £ **Apply for Council Tax Support** – you have to make a separate claim
- £ **Apply for an Advance Payment** to help you manage until you get your first payment
- £ **Help is available with free school meals**

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## Universal Credit – talk about it

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### £ Problems with your claim?

For help and advice contact DWP's UC Free helpline on 0800 328 5644 (Monday to Friday 8am-6pm)

### £ Trouble managing your housing payments?

- Ask your Work Coach about Alternative Payment Arrangements
- Talk to your Housing Provider/Landlord

### £ Sanctioned?

- Seek advice
- Apply for a hardship payment

### £ Struggling to Budget

Ask your Work Coach about Personal Budgeting Support

### £ Get some help with digital skills to manage UC online requirements

### £ Seek help if you are feeling anxious or depressed about your situation

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## Universal Credit – manage it

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To keep receiving your benefits you must...

### £ Attend your appointments

Remember you must attend your face to face appointment with DWP

### £ Keep to your claimant commitment

You must keep to the terms of your claimant commitment – failure could result in your payments stopping

### £ Report any changes

In your household's circumstances via your online account as they happen

### £ Keep your online account up to date

Remember DWP will use your online account as a way to contact you

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## Universal Credit – get help

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- £ **If you think a Department for Work and Pensions decision is incorrect**  
Speak to the DWP or see your local advice provider
- £ **If you have no money whilst waiting for your first payment, apply for an Advance Payment**
- £ **If you are struggling due to other reasons**
  - Apply for crisis support (help with food/fuel)
  - Contact your local food bank
- £ **If you are struggling to manage your budget**
  - Ask your Work Coach about Personal Budgeting Support
  - See a local advice provider about debt issues
  - If you have been on UC for six months, you could apply for a Budgeting Advance
- £ **Seek help if you are feeling anxious or depressed about your situation**

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