

# DWP and Jobcentreplus

# Our Services

- ▶ **DWP** administers a number of services for citizens of all ages. These include Universal Credit (UC) which is a monthly payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work.
- ▶ **Jobcentre Plus** helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

# Universal Credit

- ▶ You can apply for Universal Credit online at: [Universal Credit: How to claim - GOV.UK \(www.gov.uk\)](https://www.gov.uk/universal-credit/how-to-claim) You will need to create an account to make a claim.
- ▶ To apply online you'll need:
  - ▶ • your bank, building society or credit union account details
  - ▶ • an email address
  - ▶ • access to a phone
- ▶ If you are unable to claim online or to get help with your claim, you can call the Universal Credit helpline. Calls to the Universal Credit helpline are free. Telephone: 0800 328 5644 When your UC claim has been made you will be invited for a meeting with your Work Coach at your local Jobcentre Plus.

# Universal Credit

- ▶ You'll also have to prove your identity. You'll need some identity documents for this, for example:
  - ▶ • A full or provisional Ukraine photo driving licence
  - ▶ • Any national identity card, except those issued under the UK ID Card Scheme
  - ▶ • A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the United Kingdom Border Agency to a national of a European Economic Area country or Switzerland.
  - ▶ • A Biometric Residence Permit issued by the United Kingdom Border Agency

# Universal Credit

- ▶ You will be asked a series of questions about your circumstances including about any dependants/children, health, savings, other income, work and also about any housing costs. This will enable the Universal Credit teams to calculate the correct payment amount for you.
- ▶ The main method of paying benefits is into a bank account by direct credit transfer (called 'direct payment').
- ▶ This means the money goes straight into a bank account in your name. If you make a claim, you will be asked for details of the bank account you want to use for your benefit.

# Universal Credit

- ▶ There are a range of accounts available that are suitable for having your benefit paid into, including:
  - ▶ • A basic bank account (also called an introductory account)
  - ▶ • A standard bank or building society account (for example, a current account) • Building Society account
  - ▶ • An online only or App-based account
  - ▶ • A credit union account
- ▶ You can find out more about the various accounts you can use by following the link below:
- ▶ <https://www.moneyhelper.org.uk/en/benefits/universal-credit/choosing-a-bank-account-for-your-universal-credit-payment>

# Universal Credit

- ▶ Universal Credit is paid monthly and is based on your circumstances each month. This is called your 'assessment period' and it starts the day you make your claim.
- ▶ For example, if you made your claim on the 10th of the month, your assessment period will start from the 10th of that month until the 9th of the following month. Your Universal Credit payment will then be paid on the 16th of each month.
- ▶ If you need help to pay your bills or cover other costs while you wait for your first Universal Credit payment, you can apply to get an Advance Payment
- ▶ You can apply for an advance payment in your [online account](#) or through your Jobcentre Plus work coach.

# Universal Credit

- ▶ Once you are in receipt of Universal Credit you must report any change of circumstances, and this can be done via your on line account .
- ▶ For example if you have been living with a host under the Homes for Ukraine Scheme and you then move into your own accommodation, you must report this change of circumstances via your On line account.
- ▶ Whilst reporting this change you will be asked a series of questions which will allow you to add a claim for your rent to your existing Universal Credit claim.
- ▶ You will then be asked to attend the Jobcentre to provide evidence of these Housing Costs if you are renting from a Private landlord
- ▶ DWP supports people who do not speak English as a first language in accessing interpreter services for all DWP benefits



## Support available for you at your local Jobcentre Plus

- ▶ Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs.
- ▶ It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.
- ▶ Jobcentre Plus provides a free employment advice service to everyone of working age, they can provide access to training opportunities and signpost to trusted partner organisations for specialist support. Jobcentre Plus has public computers to help you in your job search
- ▶ In the Sunderland Local Authority area we have Jobcentres in Sunderland City Hall, Washington and Houghton le Spring