

### What happens after you make your claim?

- ⇒ No paper copy is provided. When you complete your application you will be issued with a reference number, please make a note of this.
- ⇒ An appointment will be made for you at the Job Centre with a Work Coach.
- ⇒ At the appointment you will need to provide identification, (e.g, copy of your rent agreement, pay slips etc)
- ⇒ You will be asked to sign some documents at the interview.

Make a note of your Universal Credit Reference here:

If you need further help, please contact

**Ask Us Wirral**

on:

**0300 33 00 111**

Mon—Fri 9am—4.45pm

Wirral Food Bank  
Unit 14  
Wirral Business Centre  
Dock Road  
Birkenhead  
CH41 1JW

Telephone: 0151 638 7090

Email:  
[enquiries@wirralfoodbank.org.uk](mailto:enquiries@wirralfoodbank.org.uk)  
Web: [www.wirral.foodbank.org.uk](http://www.wirral.foodbank.org.uk)

**Charitable Incorporated Organisation**  
registered in England with charity  
number 1167967



## Universal Credit

## Information

### What you need to know

If you need any help  
or advice, contact  
**Ask Us Wirral**  
**0300 33 00 111**

*Restoring Dignity Reviving Hope*

### Universal Credit key facts:

- ⇒ Universal Credit replaces the following benefits: income-based Jobseeker's Allowance, Housing Benefit, Working Tax Credit, Child Tax Credit, income-related Employment and Support Allowance and Income Support
- ⇒ Universal Credit is paid monthly in arrears. It can take up to six weeks after you make your claim to get your first payment.
- Important for you to know:**
- ⇒ If you get help with your rent, this will be included in your monthly payment - you'll then pay your landlord directly. If you feel your home will be at risk you can ask DWP to pay your Housing Payment direct to your landlord. You should ask DWP for a Direct Payment.
- ⇒ If you live with someone as a couple and you are both entitled to claim Universal Credit, you will get one monthly joint payment paid in to a single bank account.
- ⇒ If you have been working and can claim a contribution based benefit, do this before claiming Universal Credit.
- ⇒ If you receive Child Tax Credit, and you get a job you can claim Working Tax Credit and Housing Benefit instead of claiming Universal Credit.
- ⇒ If you just move home in the same Job Centre plus area you don't need to claim Universal Credit.

### How to make a claim for Universal Credit:

- ⇒ You have to claim on-line. This takes 60 minutes to complete.
  - ⇒ You can use your own computer at home, or local Job Centre or local Library. If you use the library, tell them you need to make an application and they will allow you more time to complete.
  - ⇒ Before you start your claim you will need certain information. Please look at the check list to make sure you have all this information available.
  - ⇒ You also have to confirm your identity online. You will need some proof of identity for this, for example your, driving licence, passport, debit or credit card. You will need to scan this information with your application.
- Remember:**
- ⇒ **Ask the Job Centre about an Advance Payment to help you as you wait for your first Universal Credit Payment.**
  - ⇒ **You can also apply for help from Wirral Welfare Assist. Ask at your local One Stop Shop.**
  - ⇒ **You will still need to apply to Wirral Council for help with Council Tax.**

### Universal Credit Check list

Before you start your application, please make sure you have the following information:-

Your bank account details

National Insurance Number

Type of accommodation

Your rent agreement

The current rent you pay

Your landlord's address

Your landlord's tel. number

Earnings from work

Other income, savings or capital

Details of Benefits

Childcare costs

Telephone Number

Email address

Proof of identity