Department for Work & Pensions

Introduction to **Universal Credit**

Easy Read

Our reference: **UC1ER** 03/20

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1 Introduction

Department for Work & Pensions

Universal Credit is a benefit from the Department for Work and Pensions.

It helps pay your daily living costs.

UC Universal Credit

You may be able to get Universal Credit if:

- You are out of work
- You are in work and have low earnings.

Most new benefit claims will be for Universal Credit.

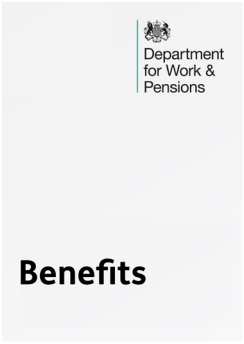
Where you live

To get Universal Credit, you have to live in England, Northern Ireland, Scotland or Wales.

This can include living in
The Channel Islands, The Isle of Man and The Republic of Ireland.

For more information about Universal Credit and where you live, go to www.gov.uk/universal-credit

2 Universal Credit has replaced 6 benefits:



- Child Tax Credit
- Working Tax Credit
- Housing Benefit

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance.

If you get 1 or more of these benefits now, you will be told when to move to Universal Credit in the future.

When it is time to move to Universal Credit, we will contact you.

If your circumstances change before we contact you, let us know as soon as possible.

To find contact details for benefits, go to
www.gov.uk/contact-jobcentre-plus/existing-benefit-claims

For tax credit contact details, go to
www.gov.uk/government/organisations/hm-revenue-customs/contact/tax-credits-enquiries

3 Other benefits and Universal Credit

Some benefits **will not change** how much Universal Credit you get.

jobcentreplus

Department for
Work and Pensions

These include:

- Personal Independence Payment
- Disability Living Allowance
- Child Benefit and some others.

There are benefits which **can change** how much Universal Credit you get.

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These include:

- New Style Employment and Support Allowance
- New Style Jobseeker's Allowance

Department for Work & Pensions

- Bereavement Allowance
- Maternity Allowance
- Industrial Injuries Benefit.

These benefit examples are a guide only.

We will tell you exactly how your other benefits affect Universal Credit when we contact you.

You cannot get Universal Credit if:

- You get or could get a severe disability premium or
- You got the severe disability premium in the last month and can still get it.

For more information about disability premiums, go to www.gov.uk/disability-premiums

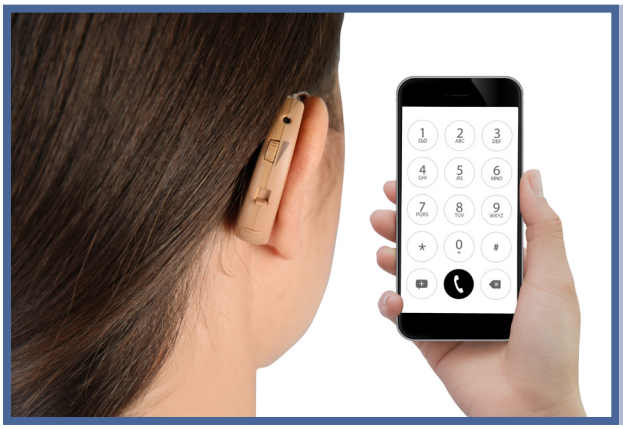
4 Contact us

Most people contact Universal Credit using our online service.

You may have a disability that means you cannot use a computer.

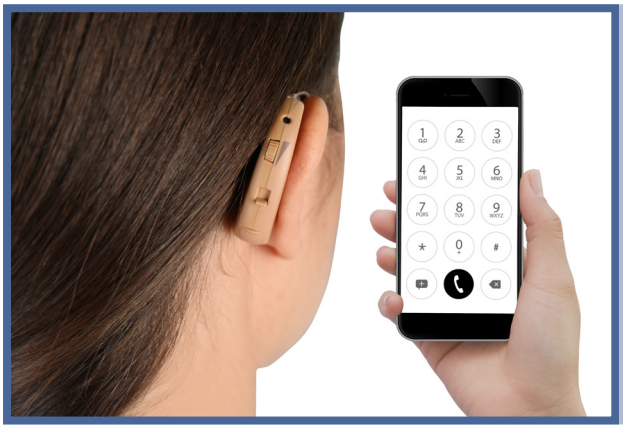
If you need help and cannot access our online service, please contact the **Universal Credit helpline**.

This helpline is open Monday - Friday, 8am to 6pm.



Telephone: **0800 328 5644**

Textphone: **0800 328 1344**



Welsh Language Telephone:

0800 328 1744

If you cannot hear or speak on the phone, use Relay UK:

18001 then **0800 328 5644**

Relay UK used to be known as Next Generation Text (NGT).

For more information about who to contact, go to
www.gov.uk/universal-credit/contact-universal-credit

For more information about Universal Credit, go to
www.gov.uk/universal-credit