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Your benefits and tax credits are changing

Get ready for Universal Credit



Building a world-class city for everyone

What is Universal Credit

Universal Credit is a new benefit for working age people who are on a low income or out of work. It replaces a number of existing benefits and tax credits:

- Housing Benefit
- Income-based Jobseeker's Allowance
- Income-based Employment and Support Allowance
- Income Support
- Working Tax Credit
- Child Tax Credit

If you want to make a new claim for one of these you will usually have to claim Universal Credit instead.

What you need to do to get ready

1. Get a bank account

You'll need a bank, building society or credit union account your monthly payment can be paid into.



2. Get online

You'll need internet access to make and manage your Universal Credit claim. You will also need an email address and to verify your identity online.

3. Get budgeting

Your monthly Universal Credit payment includes any help towards paying your rent. You'll need to budget so you can pay your rent, your bills and your other living costs.



<u>This week</u>	
Food shopping	£100 Paid
Rent	£5.50
School trip	30 paid
Clothes	paid
Telephone bill	paid
Gas/electricity	paid
Council Tax	paid

How to apply

You can apply for Universal Credit online at

www.gov.uk/apply-universal-credit



You will need:

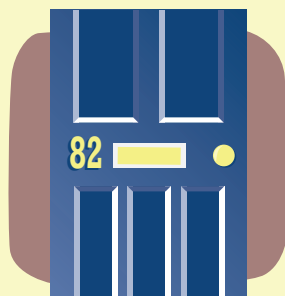


Personal information

- Your National Insurance number
- Your email address
- Your phone number

Housing information

- Your address
- Your landlord's address
- Your tenancy agreement (if you have one)
- Your rent



Financial information

- Your bank, building society or credit union account details
- Details of any income or benefits you get
- Details of any savings or capital you have

If you can't make an online claim and don't know anyone else who can help, you should contact the free Universal Credit helpline on **0800 328 5644** to discuss your options.

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We can help

Universal Credit is run by the Department for Work and Pensions. You will need to manage your claim online and may need to have regular meetings with a Jobcentre Plus adviser.

We provide support to Universal Credit claimants:



- **Help to pay your Council Tax** - Council Tax support is **not included** in Universal Credit and you will have to apply for this separately.
- **Help to make and manage your claim online** - We can help you get online or find the support that works for you.
- **Help and advice if you are struggling to manage one monthly payment** - If you would like help with budgeting or are struggling to pay your rent or bills, we can help or find other support for you.

Contact us

T 01865 249811

TXT 07786207664

@ springboard@oxford.gcsx.gov.uk

W For up to date information and advice, visit www.oxford.gov.uk/uc

If you would like this information in large print or another format, please let us know.