

Need help with Benefits or Universal Credit?

You might be able to get Universal Credit if you're not working or you're on a low income.

You'll usually get one monthly payment to cover your living costs. If you claim Universal Credit as a couple, you and your partner will usually get one payment between the 2 of you (some exceptions apply). The payment is made up of a basic 'standard allowance' and extra payments that might apply to you depending on your circumstances and you might be able to get extra payments if you:

- look after one or more children
- work and pay for childcare
- need help with housing costs
- are disabled or have a health condition
- are a carer for a disabled person or you have a disabled child

If you are already in receipt of legacy benefits, it is important to speak to an adviser and check your eligibility before making a claim for Universal Credit.

Claiming other benefits if you get Universal Credit

- You should apply for Council Tax Reduction - if you get it, it won't reduce the amount of Universal Credit you get.
- If you're disabled, you should check if you're eligible for Personal Independence Payment (PIP). If you're responsible for a disabled child, you should check if you can claim Disability Living Allowance (DLA) for your child. Getting PIP or DLA won't reduce the amount of Universal Credit you get.
- You can also claim other benefits if you have enough national insurance contributions such as contribution-based Jobseeker's Allowance (JSA), also called 'new style' JSA, or contribution-based Employment and Support Allowance (ESA), also called 'new style' ESA.

Citizens Advice Swindon can help with your Universal Credit application as well as help work out if it's worth claiming other benefits.

Our Help to Claim advisers can help you with the early stages of your Universal Credit claim. You can talk to them on the phone or online over chat.

Our advisers can help you:

- work out if you can get Universal Credit
- fill in the Universal Credit application
- check your first payment is correct and lots more.

Contact us

- Visit our website: <https://www.citizensadvicewindon.org.uk>
- Call our Help to Claim helpline on 0800 144 8444
- Call our Adviceline team on our free phone number
0808 278 7813 - Mon to Fri, 10.00am - 4.00pm
- Email us through our contact form at:
www.citizensadvicewindon.org.uk/contact-form/