

Universal Credit

What is Universal Credit?

Universal Credit has replaced the following benefits:

- Child Tax Credit.
- Housing Benefit.
- Income Support.
- Income-based Jobseeker's Allowance (JSA).
- Income-related Employment and Support Allowance (ESA).
- Working Tax Credit.

Am I eligible for Universal Credit?

You can get Universal Credit if you:

- Are age eighteen or over.
- Are on a low income, sick or unemployed.
- Are not in full-time education or training.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you:

- Have children.
- Have a disability or health condition.
- Need help paying your rent.

You have to apply as a couple if you and your partner live together. You don't need to be married.

What you need to apply

You'll need:

- Your bank, building society or credit union account details.
- An email address.
- Your National Insurance number.

- Information about your housing, for example how much rent you pay.
- Details of your income, for example payslips.
- Details of savings and any investments, like shares or a property that you rent out.
- Details of how much you pay for childcare if you're applying for help with childcare costs.

You also have to verify your identity online. You'll need some proof of identity for this, for example your:

- Driving licence.
- Passport.
- Debit or credit card.

Help with your application

Contact the Universal Credit helpline if you:

- Need help finding or using a computer.
- Have questions about applying.
- Want to apply in Welsh.
- Need information in alternative formats (for example Audio CD, braille or large print).



Universal Credit helpline

Telephone: **0800 328 5644** (choose option 3) or

Textphone: **0800 328 1344** (choose option 3)

Monday to Friday (8am to 6pm).

Universal Credit Support Service from Citizens Advice:

Call **0800 144 8444**, Monday to Friday (8am to 6pm).

