

## Universal Credit - Support for Manchester Residents

Is the resident **eligible** to claim Universal Credit?

[Check at EntitledTo website](#)

Yes

Are they aware of the **information needed** to make their claim - checklist on the [government's UC webpages](#). **Council Tax Support and Free School Meals** need to be claimed from the Council separately via the [Council's website](#)

Are they able to make their claim **online** and continue to manage it digitally? They will need an email account

No

Help to make and manage an online UC claim is available from:

- Citizens Advice Manchester
- Cheetham Hill Advice Centre
- MCC Customer Service Centre from the Town Hall

**For info on locations and times call 0161 242 5260**

Yes

Do they have access to the **internet**?

No

Digital access points can be found at [on the Council's website](#)

Yes

Direct them to [www.gov.uk/apply-universal-credit](http://www.gov.uk/apply-universal-credit) to start the claim and make an appointment with a Jobcentre Plus Work Coach. The DWP UC Helpline number is 0800 328 9344

Do they need support with **managing their UC budget**?  
Contact Shelter on 0344 515 1681 to arrange an appointment (new and existing claimants)

No

Suggest resident checks their benefit entitlement at [EntitledTo website](#) or with the DWP

## Extra Support

- Jobcentre Work Coaches can support residents with their initial claim and help them access wider support. Once an online claim has been made they will be requested to phone and make an appointment with their Work Coach.
- If a resident is not going to be able to make or manage their claim via the online portal, they or their representative should speak to the DWP UC Service Centre on 0800 328 9344, or visit a Jobcentre, to discuss options
- If someone is struggling with the initial wait for their first payment, they should arrange an appointment with the Shelter budgeting support service and they can also apply for an Advanced Payment (loan) from their Jobcentre Work Coach
- For colleagues working with Care Leavers a process is in place to support those moving on to UC. The claim can be made as they approach their 18th birthday. Each Jobcentre has a Single Point of Contact to support care leavers.
- Please encourage any UC claimant in a vulnerable situation to speak to their Jobcentre Work Coach. Support workers, family and friends can act as advocates and attend meetings with them.
- For support workers who need information to assist someone with their claim, UC claimants are able to obtain information about their claim and status by logging into their online journal
- If there are concerns about a claimant's situation or ability to manage their UC budget, and they've had support from Shelter, an Alternative Payment Arrangement (e.g. direct rent payment to the landlord) can be discussed with the Jobcentre Work Coach

Do you need **more information** on UC? Visit [DWP's Universal Credit webpages](#)