



Department  
for Work &  
Pensions

# Introduction to Universal Credit

**Easy  
Read**



# Contents

1



## Introduction

Page 3

2



## Universal Credit has replaced 6 benefits

Page 5

3



## Other benefits and Universal Credit

Page 7

4



## Contact us

Page 10

# 1

## Introduction



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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.

For more information about Universal Credit and where you live, go to [www.gov.uk/universal-credit](http://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](http://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](http://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**

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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.



jobcentreplus

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These include:

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



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- 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.

## If you get severe disability premium and are moving to Universal Credit



If you get severe disability premium you may be able to get **transitional protection** when moving to Universal Credit.

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### Explanation

**Transitional protection** is an extra payment to help you when you move to Universal Credit.



Most people will get this payment straight away, but some may need to claim it.

For more information about **transitional protection**, go to [www.gov.uk/health-conditions-disability-universal-credit](http://www.gov.uk/health-conditions-disability-universal-credit)

# 4

## Contact us



Most people contact Universal Credit using our online service.



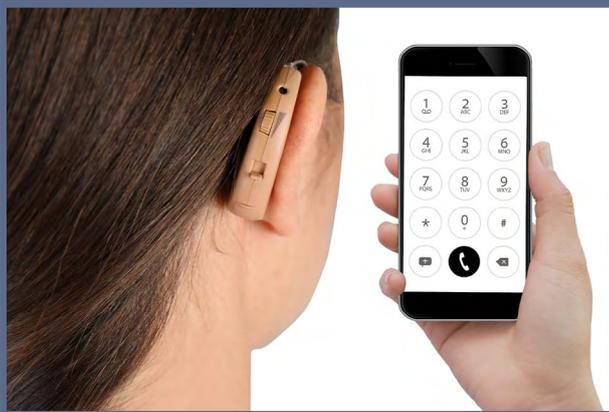
You may have a disability that means you cannot use a computer.



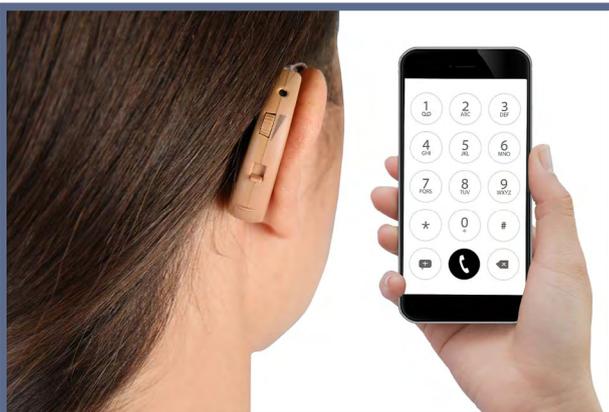
If you need help and cannot access our online service, please contact the **Universal Credit helpline.**



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 are deaf and use British Sign Language you may be able to use the **Video Relay Service** (known as VRS).



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](http://www.gov.uk/universal-credit/contact-universal-credit)

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