



Department
for Work &
Pensions



MANCHESTER
CITY COUNCIL

Work and Skills Team

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Dear Partner,

Universal Credit Full Service

DWP are implementing the expansion of Universal Credit in Jobcentres across Greater Manchester. All Jobcentres in Greater Manchester currently deliver Universal Credit Live Service and the expansion has seen the introduction of the digital service - Universal Credit Full Service - in the following Manchester Jobcentres:

Alexandra Park
Didsbury
Rusholme

Newton Heath
Openshaw

The expansion of Universal Credit Full Service continues in Greater Manchester and is expected to be complete by November 2018. In Manchester, the final two Jobcentres will be introducing Universal Credit Full Service from **25 July 2018**. These are:

Cheetham Hill

Wythenshawe

Please Note:

Longsight Jobcentre: The office is part of DWP transformation planning and is due to close. Services will be delivered from Rusholme Jobcentre.

Universal Credit Full Service currently only applies to customers who make a new benefit claim or to report a change in their circumstances. It is envisaged that the national implementation programme for Universal Credit Full Service will be complete for all customer groups by 2022. In the meantime, some customers, depending on their circumstances, may continue to receive or claim legacy benefits.

DWP has launched a new website to help people understand what Universal Credit means for them - www.understandinguniversalcredit.gov.uk

The website been created to provide more information about Universal Credit to customers and partner organisations. It helps people find out what benefits they should be claiming, and provides more detail about how Universal Credit can help them move into, or progress in, work. There's also a section for organisations who advise customers about Universal Credit.

Help and Support

Find out more about the local support available to help Universal Credit customers on Manchester City's Council website: <http://www.manchester.gov.uk/universalcredit>

A booklet has been produced to provide more information about Universal Credit to Manchester's residents. Download a copy [here](#), or if you would like copies of the booklet sending to your organisation, please contact: workandskillsadmin@manchester.gov.uk

Council Tax Support is **not** covered by Universal Credit and must be applied for separately. Council Tax Support can be claimed here: www.manchester.gov.uk/uccts

Making a Claim Online

Universal credit can only be claimed online at www.gov.uk/universal-credit. There's free access to the web in libraries and Jobcentres across the city. Staff in Jobcentres can help applicants make their claim.

If people need additional support making a claim online, they can call the Universal Credit Assisted Digital Support (ADS) Information Line on 0161 242 5260 (local rate), to hear a list of venues and times when support is available.

Managing Money and Personal Budgeting

Some people may need support with managing a monthly UC payment. Work coaches can refer people to Shelter, who can provide personal budgeting support (PBS), or people can call 0344 515 1681 (local rate - but calls from mobiles may be higher) to arrange a Personal Budgeting Support session.

Find a Job - The New Jobsite from DWP

This new and FREE jobsite from DWP offers a range of features for jobseekers and employers. Visit <https://findajob.dwp.gov.uk>. Jobseekers can:

Create an account

Search and apply for jobs

Upload up to 5 CVs

Automatically keep a record of your job searches and applications

Create email alerts

Save jobs to apply for later

Employers can:

Add their company to the service

Post job adverts to an audience of UK jobseekers for free

If you require further information about the introduction of Universal Credit in Manchester, please contact Chris Hulse, the DWP Partnership Manager, at christine.hulse@dwp.gsi.gov.uk.