

5 ways to get a head start NOW

Get to grips with your finances – claimants will become responsible for paying their rent and after switching claimants will receive their first payment 5 weeks after making their claim. Claimants will still need to pay bills during this period and after switching will be paid monthly the same day each month.

⇒ Citizens Advice and DWP have dedicated staff to support claimants with making a claim on line and how to manage your money

Get online – All Digital Universal Credit claims have to be applied for and updated online. Claimants will need access to a computer, tablet or smartphone and have the skills to complete and update their claim, upload documents, message the work coach and evidence the claimant commitment.

⇒ Check out options to access free Wifi and/or computers

Get a bank account – To make a Universal Credit claim and receive payments the claimant will need to provide details of a bank, building society or credit union account for money to be paid into.

⇒ The following link provides helpful information to set up a bank account www.moneysavingexpert.com/banking/basic-bank-accounts/

Get an email address and photo ID – To make a new Universal Credit claim the claimant will need an email address. Photo ID, such as a passport or photo driving licence will also speed up the claim process.

⇒ There is help to set up email accounts

⇒ The DWP can offer support with verifying identity of claimants

Get help and support - Citizens Advice, and a number of other organisations are available to help. This flyer states some of the support available. Social housing providers will also have UC support in place.

Once it has been issued it is important to keep the Personal Security Number/PSN safe or with you

**Roll-Out
21st Nov 2018**

Are you
ready for
Universal
Credit?

UC
Universal
Credit

Your Guide to UC support in Stockport

Any claim made after the 21st November 2018 for any of the below benefits will be for Universal Credit (UC)

Existing claimants will move to the new system in stages

UC will **ONLY** replace:

Housing Benefits (HB)
Income-related Employment Support Allowance (ESA)
Income-based Jobseeker's Allowance (JSA)
Child Tax Credits
Working Tax Credits
Income Support

UC does **NOT** replace:

Council Tax Support
Disability Learning Allowance (DLA)
Personal Independence Payment (PIP)



Face-to-face and telephone Information & Advice

Stockport Council Advice and Information Centre Offer

Adswood and Bridgehall Library

Siddington Avenue, SK3 8NR

Mon, Tues, Thurs and Fri: 9am - midday

Wednesday: 9am - 12:30pm

Bramhall Library

Bramhall Lane South, SK7 2DY

Thurs: 9am - 12.30pm

Pre booked appointments only

Bredbury Library

George Lane, SK6 1DJ

Mon: 9:30am - midday

Wed: 9:30am - midday

Fri: Pre booked appointments only

Brinnington Library/First House

367 Brinnington Road, SK5 8EN

Mon, Tues and Thurs: 9am to midday

Wed: 9am - 12:30pm Appointments for debt advice are available

Fri: Pre booked appointments only

Cheadle Hulme Library

Mellor Road, SK8 5AU

Mon and Fri: 9:30am - midday

Fred Perry House

Edward Street, SK1 3UR

Mon, Tue, Wed: 8:30am - 4:30pm

Thurs: 8:30am -12:30pm

1:30 to 4:30pm

Pre-booked appointments only

Fri: 8:30am to 4pm

Heald Green Library

Finney Lane, SK8 3JB

Tues: 10am - 12:30pm

Reddish Library

Gorton Rd, SK5 6UG

Mon: 10am - midday and 1:30pm - 4pm

Tues: 1:30pm - 4pm

Wed: 10am - 12:30pm

Fri: 10am - midday and 1:30pm - 4pm

Stockport Homes

Cornerstone, Edward Street, SK1 3NQ

Drop-in Mon to Fri: 2pm - 4pm,

One to one support how to handle the UC changes and help getting online

Citizens Advice Offer

Fred Perry House

Mon to Fri: 9.30am -1pm drop-in

Mon and Thurs: 10am -1pm Dedicated digital support drop-in service

Cheadle Library

Mon and Thurs: 10am -3:30pm drop-in

Marple Hollins House

Tue: 10am -3.30pm drop-in

Brinnington First House Library

Thur: Pre-booked appointments only

Appointments are for complex issues or form fills

For the free phone service ring

0300 3309 075 Information and Advice Mon to Fri: 9:00am -5:30pm

Job Club Offer

(with support to get you online)

Bridgehall

Community Centre,
Siddington Avenue, SK3 8NR

Tuesdays: 9am - 3pm

Lancashire Hill

Stonemill Terrace,

Lancashire Hill, SK5 7RZ

Wed: 9am - 3pm

Offerton

Community Centre, Mallowdale Rd,
SK2 5NX.

Thurs: 10am - 4pm

For more information email the
growthteam@stockport.gov.uk or
phone 07800 618439 or 07891 949413

Brinnington (Fresh Start)

First House, 367 Brinnington Road,
SK5 8EN.

Fri: 10am - 3pm

Cornerstone (Fresh Start)

Edward Street, SK1 3NQ

Thursdays 10-3pm

For further information about Fresh
Start please contact Stockport Homes

Online Information

FREE Computer access is available

In all the libraries

stockport.gov.uk/about-your-library/opening-times-and-locations

Cornerstone, Edward Street, SK1 3NQ Mon-Fri 8.30am-5pm

Fred Perry, Edward Street, SK1 3UR

Mon to Thur 8:30am - 5pm and Fri 8:30am - 4:30pm

Free internet access to council services/forms plus free public Wi-Fi

Helpful links

Stockport Citizens Advice - stockportcab.org.uk/universalcredit

Government Website - gov.uk/universal-credit

Local initiatives

www.stockport.gov.uk/groups

Digital Inclusion Online Map DIGIKNOW

Debt Advice

www.moneyadviceservice.org.uk/en/tools/debt-advice-locator

stockport.betteroff.org.uk/#/jobsearch/help