

Core brief

Friday, 19 October 2018

Introduction

This issue brings you information on Universal Credit.

IF YOU GET UNIVERSAL CREDIT THIS IS AN IMPORTANT MESSAGE FOR YOU

A message from Health Improvement - Important information about your December pay

Earnings are often higher in December because of pay cycles or overtime. If your earnings are higher in December, you'll get a smaller universal credit payment or maybe none at all.

What can you do if you get no universal credit payment because of extra earnings?

It depends if you have an online universal credit account or not.

- If you **do** have an online universal credit account – you need to log in to your account to restart your claim. This should mean just confirming that your details are the same as before.
- If you **don't** have an online universal credit account - you shouldn't have to do anything to reclaim universal credit; payment will start up again automatically the following month when your earnings go back to normal.
- If you're **not sure** about your universal credit status, ask at your local jobcentre.

Don't delay, or you could lose money.

Who can help me?

If you have any problems, contact the Universal Credit free helpline on 0800 328 5644 (8am to 6pm). If this means you're having trouble managing the bills - ask your jobcentre work coach about a short-term advance.

[For Government guidance on different earning patterns and universal credit click here.](#)

To budget for reduced universal credit payments in December visit [Money Advice Service budget planning tools](#).

What is Universal Credit?

Universal Credit is financial support if you're on a low income or out of work. It's a monthly payment to help with living costs. The amount you get depends on how much you earn in a month.

Ask your local money advice centre for a benefit check. It could mean extra income if there's an entitlement you haven't claimed. [To find your local money advice centre click here.](#)