

The Welcome Centre can support you with food parcels until your benefits are being paid.

Who can refer me for a food parcel?

If you already have someone supporting you they can make a referral for you.

Examples of people who can refer you are: your GP, Housing Services, drug and alcohol services, family support worker, school, Social Worker, Health visitor, CPN. These organisations can call us direct on our referral line 01484 340034

If you are in receipt of housing benefit please telephone Kirklees Local Welfare Provision Team on: 01484 414782 for your referral. Or you can go to Kirklees Council, Civic Centre 3, High Street, Huddersfield, where you can use the phone in reception to call the Local Welfare Provision Team.

You can also go to Kirklees Citizens Advice their drop in service in Huddersfield is from 9.30am – 4.00pm Monday, Tuesday, Thursday, and Friday.

The Mission Cafe, 3-13 Lord Street, Huddersfield HD1 1QA. They have Advice Workers on site Monday to Friday 10 a.m. to 2.00 p.m. who offer advice and support, and can refer you to us.

For further “one to one” help and advice please ask to speak to Cath at The Welcome Centre



Compiled by
The Welcome Centre
01484 340034

Universal Credit

What is Universal Credit?

Universal Credit aims to make the welfare system simpler by replacing six benefits and tax credits with a single monthly payment. Universal Credit is replacing:

- Housing Benefit
- Income Support
- Income-based Job Seekers Allowance
- Income-related ESA
- Child Tax Credits
- Working Tax Credits

Universal Credit will be paid monthly in arrears and directly into your bank, building society or Post Office account.

Do I need a bank account?

Yes. The monthly Universal Credit payment will be made directly into your bank, building society or Post Office account. If you do not have a bank account you will have to set one up.

Do I need to be online?

Universal Credit is set up to be the first benefit that you can monitor your claim online. You can start your claim and get more information about Universal credit at gov.uk/universal-credit. Your jobcentre can provide access to the internet or tell you about local places where you can access the internet for free. If you cannot claim online, face to face and telephone support will be still be available, though this may take longer than applying online.

Why is it paid monthly?

Most people in work receiving a monthly salary have to pay the rent and budget their income over the month. Paying your Universal Credit monthly will start to prepare you for moving into work.

If you need help with budgeting please ask Cath at The Welcome Centre for more information.

Working?

Universal Credit can top up your earnings, so you should always be better off when you earn more at work. The old systems created a benefits trap, with some benefits being cut completely when your income increased.

How will I pay my rent?

Your Universal Credit payment will include a housing element that is currently paid by Housing Benefit direct onto your rent account. This means that your Universal Credit is not just for food and living expenses, you will also have to start paying the full rent direct onto your rent account every month.

Housing Benefit is paid every week onto your rent account, but Universal Credit will be paid direct to you monthly in arrears. So your rent account will go into arrears while you wait for your first payment. You will need to try and pay a little extra every month to move your account into advance payment as required by the tenancy agreement.

Rent Arrears?

If you already have rent arrears or would find it difficult to manage your finances, you can apply to the DWP for direct payment of the rent from your Universal Credit.

How long will my claim take?

It will take approximately 6 weeks before you get your first payment. You can request an advance on your Universal Credit but the advance payment is a loan - you'll have to pay it back.

The repayments will be automatically deducted from your Universal Credit payments until the advance is fully paid back. This means that you'll get smaller Universal Credit payments while you pay back the advance payment, which will take at least 3 months.

Is help available until I get my first payment?

You can also apply for help with gas, electricity and food from Kirklees Local Welfare Provision: 01484 414782. Or you can get a referral for food via your support worker, GP, Citizens Advice or any other organisation that helps or supports you.

Changes in circumstance?

If you need help with your claim, call the Universal Credit helpline free on:

Telephone: 0800 328 9344
Textphone: 0800 328 1344

Lines are open between 8am - 6pm, Monday to Friday (closed on bank and public holidays).