Who can apply for benefits?
- UK citizens and some migrants depending on their immigration status
- Anyone who is out of work, on low income or those with a disability or medical condition which means they cannot work

How much will I get?
- It depends on your age, where you live, if you are a carer and/or if you have any disabilities or health issues.
- Work out how much you are entitled to here - www.entitledto.co.uk/

Is there anything else that might help me?
- If you don’t have photo ID, a bank account or an address you can still apply for benefits
- You can claim benefits online www.gov.uk/apply-universal-credit and on the phone 0800 328 5644. Tell your job coach about your housing situation and they will take this into consideration when you create your claimant commitment
- Payments can be paid weekly or every two weeks
- Your rent can be paid directly to your landlord
- If you need support for household items (e.g. furniture) or costs associated with buying clothing for an interview, arranging a funeral or repaying hire purchase loans etc you may be entitled to a Budgeting Loan
- If you’re struggling with basic needs your work coach may be able to issue you with food bank vouchers, get in touch with them
- If you have been sanctioned and you are struggling with your basic needs (i.e. to buy food and hygiene needs) you may be entitled to a Hardship Loan

Where can I get advice about benefits?
- Find your nearest Citizens Advice www.citizensadvice.org.uk/ or call 03444 111 444
- Turn to Us www.turn2us.org.uk/ or call 0808 802 2000

I heard benefits are increasing
- From 6th April the standard amount on UC and the basic element in Working Tax Credit will increase by £92.07 per month
- The Local Housing Allowance (LHA) has increased. This means you should get more money towards your rent if you get either: universal credit housing element or housing benefit. To see if you are eligible contact your job coach.
I cannot work due to illness

- Check with your employer if you are eligible for Statutory Sick Pay (SSP); if so, you will get this from the first day you stop work
- If your sick pay will not cover your cost of living you may be able to apply for Universal Credit (see below)

My work has stopped because of coronavirus

Check with your employer if can be ‘furloughed’ this means you will get 80% of your wages. This is for full-time and part time employees, employees on agency contracts (who are not working) and employees on flexible or zero-hours contracts.

I am in work but not eligible for sick pay

- You may be eligible for Universal Credit (UC) and/or New Style Employment and Support Allowance (ESA)
- Do not delay in making a claim – the first payment can take 5 weeks
- You can make a claim online www.gov.uk/apply-universal-credit - the best times to do this is before 11am and after 2pm. If you have applied online but haven’t been able to get through on the phone to get an appointment yet someone will call you back. You also claim on the phone 0800 328 5644 - there are currently thousands of people applying so this may take some time. Someone will call you to carry out an interview.
- You can receive up to a month’s upfront Advance Payment once you have had your first interview with your job coach. This is interest free but will need to be paid back. If you cannot wait for the Advance Payment get in touch with your local authority about the ‘local support scheme’.
- If you cannot email or phone you can visit a job centre. Do not go if you have coronavirus symptoms or if you have been in contact with someone who has symptoms.
- If you need to claim UC or ESA because of coronavirus you will not be required to produce a Fit Note.

I am already claiming benefits

- You do not have to attend job centre appointments for three months, starting 19th March 2020 - you will receive your benefits as normal
- You can still make applications online if you are eligible
- If you cannot email or phone you can visit a job centre. Do not go to the job centre if you have symptoms or if you have been in contact with someone who has symptoms.
- You will not be required to look for work during the coronavirus crisis and it is unlikely you will be sanctioned but you should keep your journal up to date and keep in touch with your job coach

I have an assessment coming up

- Face to face assessments for PIP, ESA, UC Limited Capability for Work Element have been suspended. Your assessment provider will contact you to discuss your appointment and explain the next steps.
- If you have made a claim for PIP, ESA, UC or IIDB but do not have a date for an assessment, you do not need to do anything. You will be contacted shortly.