



Booth Centre

Benefits Support

October 2020

Employment and Support Allowance (ESA), Universal Credit (UC) and Personal Independence Payment (PIP) Assessments

On the 23rd March 2020 all reviews and reassessments were suspended for the time being across all benefits, including ESA50 and UC50 forms and PIP re-assessments.

Job Centres are only open for people to go to in for specific circumstances that are pre-arranged. There are no face to face appointments but you may be asked to log in by UC through an email or a text message.

Citizens Advice Bureau (CAB)

You can call the free helpline on 0800 1448444 for support in making a Universal Credit (UC) application.

Universal Credit (UC)

If you cannot make your claim online you can ring Universal Credit Digital Support helpline on 0161 242 5260 or 0800 328 5644 Monday to Friday 8am-6pm.

Benefits Problems

If you need support with a benefits issue please call

Shelter on 0344 5151640

You can also get support from

Greater Manchester Law Centre on 0161 769 2244

Other Useful Telephone Numbers

Manchester Housing Benefit – 0161 234 5003

Manchester Council Tax unit – 0161 234 5002

Salford Council Tax – 0161 793 2500

Salford Housing Benefit – 0161 909 6504.

Jobs Centre Plus- 0800 1690310

DLA - 03457123456

Attendance allowance - 0345 6056055

PIP applications – 0800 9172222

PIP general enquiries – 0800 1214433

Universal Credit (UC) Full service - 0800 285644

Universal Credit (UC) Debt Management – 0800 9160647

Universal Credit (UC) Appointments – 0800 1690190

ESA/Universal Credit – Capability for Work Assessment - 0800 2888777

Working and child tax credit – 0345 3003900

Carers Allowance - 0800 7310297

Pension service – 0345 6060265

Pension credits – 0800 991234

Social Fund, including budgeting loans - 0345 6036967

National insurance number Allocation Service – 0800 1412075

National insurance number tracing service – 0300 2003500

HMRC Tax Office – 0870 6661630

Post Office Card Account – 0345 7223344

Post. Office Lost Card - 0800 3892101

Citizens Advice Manchester - 03444 111222