



Benefits Information Sheet

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

Universal Credit advances can now be paid back over 24 months rather than the current 12 months. Also only 25% can be deducted from Universal Credit for overpayments, advances and third-party deductions.

Job Centres remain open, and will continue to support people who are not able to use phones and online.

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

Jobs Centre Plus- 0800 1690310

DLA - 0800 7310122

Attendance allowance - 0800 7310122

PIP applications – 0800 9172222

PIP general enquiries – 0800 1214433

Universal Credit (UC) Full service - 0800 328 5644

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 – 0800 7310469

Pension credits – 0800 991234

Social Fund, including budgeting loans - 0800 169 0140

National insurance number Allocation Service – 0800 1412075

National insurance number tracing service – 0300 2003500

HMRC Tax Office – 0135 535 9022

Post Office Card Account – 0345 7223344

Post. Office Lost Card - 0800 3892101

Citizens Advice Manchester - 03444 111222