



Key Messages (Benefit Changes) Summer 2015

Claimant Commitment: For **Jobseeker's Allowance** and **Universal Credit** you agree a “claimant commitment” with the **DWP**. It's important that this includes any reasons you can't look for work or you could be **sanctioned**. Seek advice if you're unhappy with your claimant commitment.

Benefit Sanctions: You should appeal all Benefit sanctions. You can get money from **DWP hardship payments** on **0345 608 8545** and **Scottish Welfare Fund crisis grants** on **0141 276 1177**. If the **DWP** phone you, remember you're entitled to **challenge** and you will probably be successful.

Lone Parent's Jobseeker's Allowance: There are special rules about being available for work. This means sometimes you will be treated differently to others claiming JSA. Call the free **lone parent helpline** on **0808 801 0323** for advice.

This information is available in alternative formats and languages. Please let us know what you need: Phone **(0141) 287 8732** or email sw_welfarerights@sw.glasgow.gov.uk





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Universal Credit: Introduced in Glasgow in June 2015 for new, single claimants. It replaces **Jobseeker's Allowance** and **Housing Benefit**. You won't be paid until after a month long assessment. Request an **advance payment** from the DWP if you need it.

Personal Independence Payment (PIP): People over the age of 16 are being moved from **Disability Living Allowance (DLA)** to **PIP** in Glasgow. You will get a letter from the DWP asking if you want to **transfer to PIP**. Your **DLA will be suspended after 4 weeks and will be stopped** if you don't reply to this letter within **8 weeks**.

Bedroom Tax: The Bedroom Tax doesn't apply if you're old enough to receive Pension Credit. If it is applied to you, you should get advice about appealing. You should also apply for a Discretionary Housing Payment (DHP) on **0141 287 5050**.

Debts: If you're struggling to pay your bills you can ring Glasgow Advice and Information Network for free advice on **0808 801 1011**.

Contact Glasgow's Advice and Information Network (GAIN) for free and confidential advice on **0808 801 1011**. Mon-Fri 10-8pm, Sat 10-2pm. Some mobiles may charge.

