

**Citizens Advice Wirral**

**Help to Claim Universal Credit service**

From 1st April 2019 Citizens Advice Wirral launches its new ‘Help to Claim’ service, which can support Wirral residents to make a new claim for Universal Credit, from opening a Universal Credit account to receiving the first full Universal Credit payment.

Our service is delivered by phone, webchat and face to face.

Call Freephone **0800 144 8 444 between 8am and 6pm Monday to Friday** or visit the service in Birkenhead or Wallasey -

**Wallasey** - Communications Hub, Citizens Advice Wirral, 237-243 Liscard Road, Wallasey, CH44 5TH.

Monday to Friday from **9.30am until 12.30am** for open sessions that clients are not required to book.

**Birkenhead** - JobCentrePlus, Brunswick House, 29 Price Street, CH41 6PN.

Monday to Friday between **1.30pm and 4.00pm** for open sessions that clients are not required to book. *From Monday 29th April 2019*.

Booked appointments will be available for very vulnerable clients who require 1-2-1 support. Please call the number above to book an appointment.

Our trained advisers can help you to:

* Set-up your Universal Credit account
* Complete your claim to-dos
* Verify your identity
* Make sure you’re providing the right evidence to the Jobcentre
* Understand what Universal Credit will mean for you

If you’re not sure what help you need just get in touch and we can work out how we can support you.

You can find more information on Universal Credit [on our advice pages](https://www.citizensadvice.org.uk/benefits/universal-credit/) *www.citizensadvice.org.uk*

If you’re a local organisation working with people who need to help to claim Universal Credit email Julie Murphy, Help to Claim Lead, for more information on how you can signpost or refer people to our service. Julie can be contacted by email julie.murphy@citizensadvicewirral.org.uk