



Citizens Advice Wakefield District Newsletter

August 2018

****Research & Campaigning****

Universal Credit (UC) is the biggest change ever made to the benefits system, bringing together six benefits into a single payment. It replaces a legacy system that had significant problems. When UC is fully rolled out around **7 million families will receive it. Over half of those households will be in work.** The aim—to simplify our benefit system—is right. However, many people are having problems. **Citizens Advice has so far helped 120,000 people with over 200,000 UC issues.**

Wakefield District will roll out to full service in November 2018

UC is working well for the majority of people, but a significant minority, often those people who need the support most, are having problems making their claim. The result is thousands of people each month are not being paid on time, and Citizens Advice new research finds that this is pushing families into debt and hardship, particularly as rollout speeds up. We welcome the recent improvements made by the government, but the success of those changes and UC overall is being undermined by lack of adequate support for people struggling to make their UC claim.

To read our latest report ‘**Making a Universal Credit Claim**’ and to find out more about UC visit our website citizensadvice.org.uk/welfare

To fix this problem Citizens Advice are asking the government to

Ensure adequate support is available to every claimant

Make claiming UC less complicated

Make it easier to provide evidence as part of a claim



Citizens Advice supporting events with highlights from #LeedsPride

Our advisers promoting the work of Wakefield & Leeds Citizens Advice

value of volunteering

In 2017/18 volunteers gave Citizens Advice Wakefield District a total of 462 hours per week of their time which equates to an annual value of £421,615

THANK YOU to all of our wonderful volunteers... we couldn't do it without you

