

Core brief

Friday, 22 December 2017

Introduction

This issue brings you a message from Jane Grant, Chief Executive and information on universal credits.

Staff right across all of our services have worked exceptionally hard over the last two weeks as the combination of icy weather, norovirus and respiratory conditions caused an increase in the number of patients in need of our care.

We always plan for winter but no amount of forward planning can deliver without the skill and hard work of our healthcare professionals and their dedication to meet the needs of our patients.

I want to thank everyone for all their tremendous efforts over this challenging period.

I also want to especially record my thanks to all staff who will be working hard over the Christmas and New Year festive holiday period.

Merry Christmas and Happy New Year

Jane Grant CEO

If you get universal credit, this is an important message for you

Universal credit is financial support if you're on a low income or out of work. It's a monthly payment to help with living costs. The amount you get depends on how much you earn in a month.

Are your earnings paid weekly?

That means in December you'll probably be paid earnings five times instead of the usual four times. If your earnings are higher in December because of this, you'll get a smaller universal credit payment or maybe none at all.

What can you do if you get no universal credit payment because of extra earnings?

It depends if you have an online universal credit account or not.

If you live in Glasgow, you probably don't have an online account (because this is what's called a 'live service area').

If you live in Inverclyde or East Dunbartonshire, you probably do have an online account (because this is what's called a 'full service area').

If you're not sure, ask at your local jobcentre.

If you don't have an online universal credit account - you don't have to do anything to reclaim. Your

universal credit payment will start up again automatically the following month when your earnings go back to normal.

If you do have an online universal credit account – you need to log in to your account to restart your claim. This should mean just confirming that your details are the same as before. Don't delay. Any problems, contact the Universal Credit helpline on 0800 328 9344 (8am to 6pm).

If this means you're having trouble managing the bills -

- ask your jobcentre work coach about a short-term advance

ask your local advice centre for a benefit check. It could mean extra income if there's an entitlement you haven't claimed.

Are your contact details up-to-date? [Click here to check](#)