

DWP Operating times and payments over Christmas and New Year

There are changes to Jobcentre Plus opening hours over Christmas and New Year.

Date	Opening times
Thursday 24 December	Offices are closed. Phone lines are open for missing or urgent payments only
Friday 25 December	Offices and phone lines are closed
Monday 28 December	Offices and phone lines are closed
Tuesday 29 December	Offices and phone lines are open as usual
Wednesday 30 December	Offices and phone lines are open as usual
Thursday 31 December	Offices and phone lines are open as usual
Friday 1 January	Offices and phone lines are closed

Payments over Christmas and New Year

Some payments will be made earlier if they're due between 24 December 2020 and 4 January 2021.

There are different payment dates for [tax credits](#).

When your payment is due	When Universal Credit will be paid	When other benefits will be paid (not Universal Credit) eg JSA/IS
Thursday 24 December	Thursday 24 December	Wednesday 23 December
Friday 25 December	Thursday 24 December	Wednesday 23 December
Monday 28 December	Thursday 24 December	Wednesday 23 December
Friday 1 January	Thursday 31 December	Thursday 31 December
Monday 4 January	Monday 4 January	Monday 4 January (or Thursday 31 December if you live in Scotland)