

## Derbyshire Libraries - Help with Universal Credit

You are welcome to **use a library computer** to make your own claim for Universal Credit. You can also connect to our **free wifi** with own device in any Derbyshire library.

Libraries can **help you to improve your computer skills** to enable you to claim and maintain your Universal Credit account – please ask a member of library staff to book an appointment or contact us on:

Tel: **01629 533444**

email: **[asklibrary@derbyshire.gov.uk](mailto:asklibrary@derbyshire.gov.uk)**

**Universal Credit helpline: 0800 328 5644**

(Freephone, Mon to Fri, 8am to 6pm)

Help and advice is available on both a drop in and appointment basis,

**For Chesterfield Borough Council residents at:**

- **Chesterfield Borough Council Revenues Hall,**

New Square,

Chesterfield

S40 1AH

01246 345345

Monday, Tues, Thurs - 8:30 to 17:00; Wednesday - 10:00 to 17:00;

Friday 8:30 to 16:30

**For North East Derbyshire District Council residents at:**

- **North East Derbyshire District Council Offices,**

Mill Lane,

Wingerworth

S42 6NG

01246 231111

Mon-Fri 9-5

**For Bolsover District Council residents at:**

- **Bolsover District Council Offices,**

The Arc High Street

Clowne

S43 4JY

01246 242424

Mon-Fri 9-5

To make a Universal Credit claim online may take 1 to 2 hours and you will need the following before you start:

- **Email address – Libraries can help with this – ask a member of staff to book an appointment**
- Mobile phone (if you don't have a mobile please insert 00000000000 – i.e. 11 zeros)
- Bank account
- ID (e.g. passport or driving licence and a utility bill) for the gov.uk Verify service

You will also need some information to hand as you make your claim, including:

- your address and postcode
- your National Insurance number
- details of the bank, building society or credit union account you want Universal Credit paid in to
- your rent agreement (if you have one)
- details of your savings or other capital
- details of any income that's not from work e.g. an insurance plan
- details of any other benefits you're getting
- details of any children, including their Child Benefit numbers
- You might also need these details for people who live in your home

**Once you have claimed online you will be asked to make an appointment within 7 days by ringing the Universal Credit Helpline:  
0800 328 9344 (Freephone number)**

#### **Other useful contacts**

- **Derbyshire County Council Welfare Rights Team**  
Helpline: 01629 531535 (Mon - Fri, 11am to 4.30pm)  
[www.derbyshire.gov.uk/universalcredit](http://www.derbyshire.gov.uk/universalcredit)
- **Citizens Advice**  
Advice Line: 0300 456 8390 (Mon to Fri, 9am to 4pm)  
[www.citizensadvice.org.uk/benefits/universal-credit](http://www.citizensadvice.org.uk/benefits/universal-credit)
- **Derbyshire Unemployed Workers' Centre**  
Tel: 01246 231441 [www.duwc.org.uk](http://www.duwc.org.uk)
- **Derbyshire Law Centre**  
Freephone: 0800 707 6990 Main Phone: 01246 550 674  
Text Message: 07781 482826 [www.derbyshirelawcentre.org.uk](http://www.derbyshirelawcentre.org.uk)
- **DCC National Careers Service - Access Points around Derbyshire:**  
[www.derbyshire.gov.uk/education/adult\\_education/the\\_guide/information\\_advice\\_and\\_guidance](http://www.derbyshire.gov.uk/education/adult_education/the_guide/information_advice_and_guidance)

## If you are affected by these changes and need help or advice contact:

- Derbyshire County Council Welfare Rights Team  
Helpline: 01629 531535 between 11am and 4:30pm Monday to Friday.  
email: [welfarebenefits@derbyshire.gov.uk](mailto:welfarebenefits@derbyshire.gov.uk)
- Citizens Advice Chesterfield: Telephone Advice  
0300 456 8437 10am–2pm, 01246 209164  
[www.chesterfieldcab.co.uk/contactdetails.shtml](http://www.chesterfieldcab.co.uk/contactdetails.shtml)
- Citizens Advice North East Derbyshire. Advice line phone number as Chesterfield office  
<http://www.nedcab.org.uk/contactdetails.shtml>
- Derbyshire Unemployed Workers Centre:  
Telephone 01246 231441  
email: [info@duwc.org.uk](mailto:info@duwc.org.uk) [www.duwc.org.uk/](http://www.duwc.org.uk/)
- Derbyshire Law Centre Freephone: 0800 707 6990  
Main Phone: 01246 550 674 Text Message: 07781 482826
- Chesterfield and North East Derbyshire Credit Union  
01246 278 833 [webmail@cnedcu.co.uk](mailto:webmail@cnedcu.co.uk)  
web:[www.cnedcu.co.uk](http://www.cnedcu.co.uk)
- Derbyshire Libraries Tel: 01629 533444  
Email: [asklibrary@derbyshire.gov.uk](mailto:asklibrary@derbyshire.gov.uk)
- DWP Chesterfield Jobcentre Plus  
Telephone: 0845 604 3719

## Universal Credit

### How will it affect me?



- It's completely different to existing benefits
- It's paid in one single monthly payment
- **YOU'LL HAVE TO WAIT SEVERAL WEEKS FOR YOUR FIRST PAYMENT**

**Full Universal Credit service rolls out in the Chesterfield\* area from 29 November 2017**

**Here's some useful information to help with claims and where to get help if you need it.**

**\* Some Staveley area postcodes will roll out in April 2018.  
Please check with your Job Centre.**

Universal Credit replaces six existing benefits. You may be able to get it if you're on a low income or out of work. It's for all new claims and replaces:

- Income-based Jobseeker's Allowance (JSA),
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Income-related Employment and Support Allowance (ESA)
- Income Support

If you're already claiming one or more of these benefits it will not affect your current benefit claim yet, **unless** you have a change in circumstances.

## Are you ready for Universal Credit?

**Do you need help with using the internet or using a computer?**

You'd be expected to claim Universal Credit online. This means you'd need access to a computer and be able to use the internet. Or have someone you trust who can help you.

**Could you provide valid identification?**

You'd need to provide ID, for example a passport, driving licence or EEA national identity card and evidence of your address.

**Do you use an account to manage your money?**

Before you can claim Universal Credit, you'd need an account to receive payment. It can be a bank or building society account or an account with Chesterfield & NE Derbyshire Credit Union.

**How often are you paid (from work, tax credits or other benefits)?**

Universal Credit is **only paid once a month** into your account.

You'd have to pay your bills, expenses and rent (if it's included) out of your Universal Credit monthly payment so you'd need to plan your budget around it.

**Do you pay rent, or is your rent paid on your behalf?**

If your Universal Credit payment included help with rent and some service charges, you would have to pay it to your landlord yourself.

**Are you married and living together, or living together with a partner?**

You would normally only get **one joint Universal Credit payment** for you and your partner. You and your partner would need to agree whose account to have it paid in to.

**BEFORE YOU START HAVE THIS INFORMATION AVAILABLE (IF APPLICABLE):**

- your postcode
- your National Insurance number
- your rent agreement (if you have one)
- details of your savings or other capital
- details of any income that's not from work, e.g. from an insurance plan
- details of any other benefits you're getting
- details of any children, including their Child Benefit numbers
- If you have a partner you will also need their details
- **Don't forget to make an appointment with your Job Coach so your claim can start**