

Universal Credit and you

What is Universal Credit?

Universal Credit is a new benefit for people living on a low income, or who are out of work.

It will make it easier to start a new job or work more hours, so you will be better off in a job than you will be on benefits.

Universal Credit replaces 6 other benefits with a simpler, single monthly payment.

It includes help with the cost of housing, children, childcare and other living expenses. It will also give financial support to disabled people and carers, and people who are too sick to work.

What does it mean for me?

Universal Credit is being introduced in stages. Whether you can claim it will depend on where you live and your personal circumstances. You can check if you can get Universal Credit by going to www.gov.uk/universalcredit, or talk to someone at your Jobcentre.

If you aren't eligible for Universal Credit, you may still be able to claim other benefits such as Jobseeker's Allowance.

If you are already claiming benefits you will not be able to claim Universal Credit yet. You will carry on claiming your benefits as usual.

How do I make a claim?

You will be expected to make your Universal Credit claim online at www.gov.uk/universalcredit

If you don't have a computer at home, you can use the computers at your local Jobcentre.

If you need more help, you can get face-to-face and telephone advice to help you make a claim.

You will be invited to an interview with your work coach to sign a Claimant Commitment. This sets out the responsibilities you have accepted in return for getting Universal Credit.

Where can I get support?

Your work coach at the Jobcentre will make sure you have the right help to get online, manage your money and find work.

You can get advice online about getting ready for Universal Credit. Visit www.gov.uk/universalcredit to find out more.

You can get help with budgeting from the Money Advice Service. Visit www.moneyadviceservice.org.uk to find out how.

Your local council will be able to help you with internet access and face-to-face support. Call 01724 296131 or visit www.northlincs.gov.uk

These local organisations can also help you get online:

Scunthorpe Jobcentre

Open Monday, Tuesday, Thursday, Friday – 9am to 5pm and Wednesday 10am to 5pm.

Support available: Assisted Service and Self Service

Laneham Street, Scunthorpe, DN15 6JT. Phone 0345 604 3719

North Lincolnshire Homes Customer Centre

Open Monday to Wednesday 9am to 5pm. Thursday 10am to 5pm. Friday 9am to 4.30pm.

Support available: Help to make an online claim only

Cole Street, Scunthorpe, DN15 6QY. Phone 01724 279900

Scunthorpe Central Library

Open Monday 9am to 5pm, Tuesday 9am to 4pm.

Support available: Assisted Service and Self Service. (All libraries in the local area offer internet access and support)

Carlton Street, Scunthorpe, DN15 6TX. Phone 01724 860161

Citizens Advice Bureau

Open Monday to Friday – 9.30am to 4.30pm.

Support available: Self-service and help to make an online claim

12 Oswald Road, Scunthorpe, DN15 7PT. Phone 01724 870941

Winterton Community Hub

Open Monday 1pm to 7pm, Tuesday 2pm to 5pm, Wednesday and Friday 10am to 1pm and 2pm to 5pm, Saturday 10am to 1pm.

Support available: Assisted Service and Self Service.

West Street, Winterton, DN15 9QG. Phone 01724 296875

Crowle Community Hub

Open Monday 10am to 1pm, Tuesday 9.30am to 5pm, Wednesday 9.30am to 2pm, Thursday 9.30am to 5pm, Saturday 9am to 1pm.

Support available: Assisted Service and Self Service

52-54 High Street, Crowle, DN17 4LB. Phone 01724 296850