

## 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**