**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](http://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](http://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](http://www.gov.uk/universalcredit) to find out more.

You can get help with budgeting from the Money Advice Service. Visit [www.moneyadviceservice.org.uk](http://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 01472 323710 or visit [www.nelincs.gov.uk](http://www.nelincs.gov.uk)
These local organisations can also help you get online:

**Grimsby Jobcentre**

Open Monday, Tuesday, Thursday, Friday – 9am to 5pm and Wednesday 10am to 5pm.
Support available: Assisted Service and Self Service
Bridge House, 225 Victoria Street, Grimsby, DN31 1NH. Phone 0345 604 3719

**Shoreline Housing Partnership**

Open Monday, Tuesday, Wednesday, Friday – 9am to 5.30pm and Thursday 10am to 5.30pm.
Support available: Help to make an online claim only
11-13 Osborne Street, Grimsby, DN31 1EY. Phone 0345 849 2000

**Centre4**

Open Monday to Friday – 8am to 6pm.
Support available: Assisted Service
17a Wootton Road, Grimsby, DN33 1HE. Phone 01472 236688

**Citizens Advice Bureau**

Open Monday to Friday – 9am to 4pm.
Support available: Help to make an online claim only
Melbourne House, 16 Town Hall Street, Grimsby, DN31 1HZ. Phone 01472 252545

**NELC Community Learning Services**

Open Monday, Wednesday and Friday 8.30am to 8pm. Thursday 8.30am to 6pm.
Support available: Assisted Service and Self Service
Thrunscoe Centre, Highgate, Cleethorpes, DN35 8NX. Phone 01472 323540

**Grimsby Central Library**

Open Monday to Friday 8.30am to 7.30pm, Saturday 9am to 1pm.
Support available: Assisted Service
Town Hall Square, Grimsby, DN31 1HG. Phone 01472 323600.