

Help for Universal Credit IT Facilities in North Tyneside



Apply online at:
www.gov.uk/universalcredit

UC Universal
Credit

UJ Universal
Jobmatch

**EMPLOYMENT
AND SKILLS**



North Tyneside Council

Apply online at www.gov.uk/universalcredit

An employment advisor from North Tyneside Council's Employment and Skills Team may be able to meet you to provide support. To arrange an appointment e-mail: employability.skills@northtyneside.gov.uk, text 'HELP IT' to 07855 417 412 or call 0191 643 2288, (option 4).

Or if you need access to a computer, try these venues:

IT Facilities are available at the following venues/organisations:	Contact telephone number for PC access
Age UK	0191 280 8484 (Over 50's Only)
Balliol Youth & Community Centre	0191 266 6495
Battle Hill Library*	0191 643 2255
Cedarwood Trust	0191 259 0245
Cullercoats Library*	0191 643 2073
Forest Hall Library*	0191 643 2085
Howdon Library	0191 643 2070
Job Centre Killingworth	0800 328 5644 (Benefit Claimants Only)
Job Centre North Shields	0800 328 5644 (Benefit Claimants Only)
Job Centre Wallsend	0800 328 5644 (Benefit Claimants Only)
John Willie Sams Centre*	0191 643 2030
Killingworth Customer First Centre* (White Swan Centre)	0191 643 2040
Longbenton Employability Hub (Justice Prince)	0191 266 1717



Location indicator
on the map

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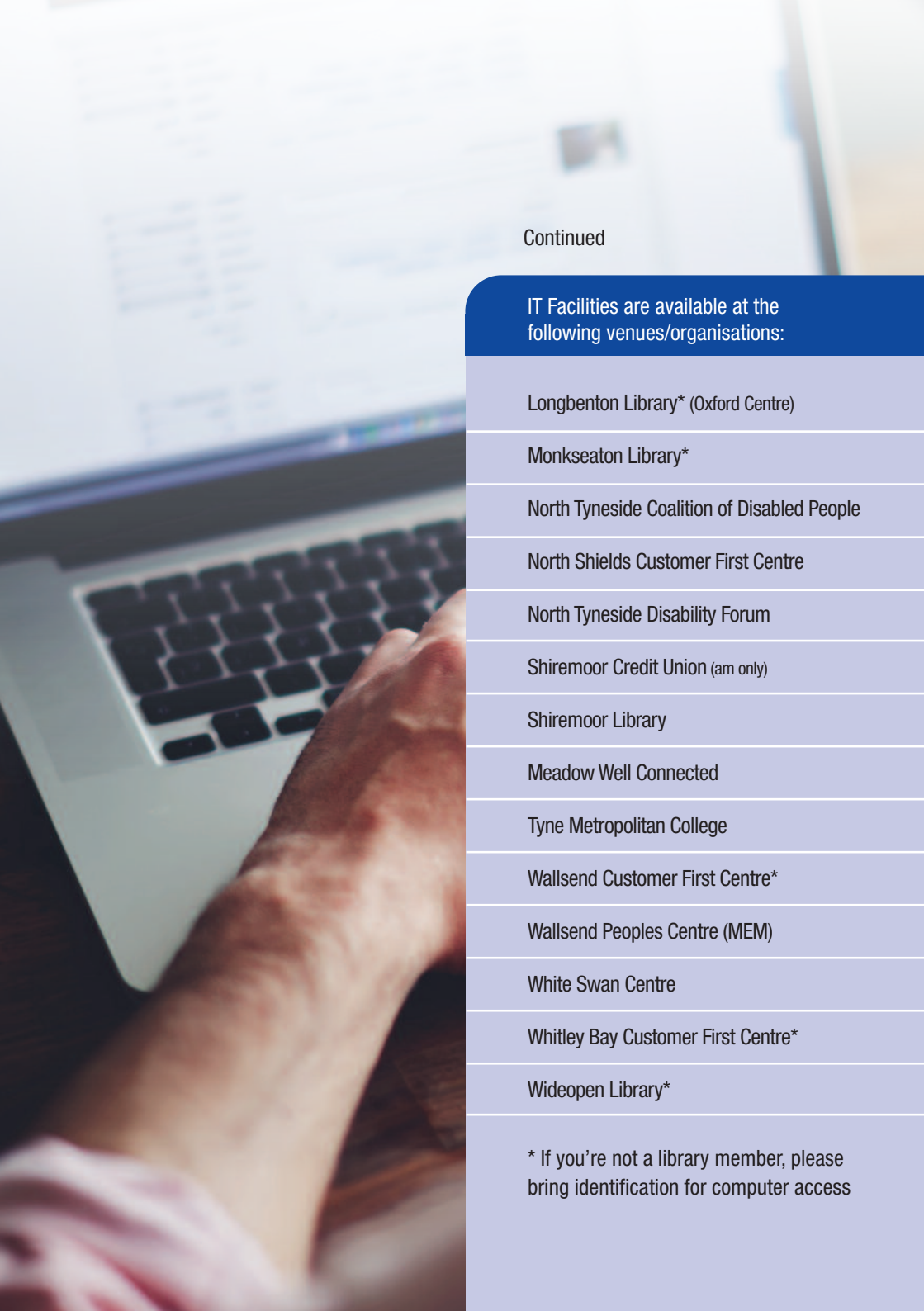
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IT Facilities are available at the following venues/organisations:

Longbenton Library* (Oxford Centre)

Monkseaton Library*

North Tyneside Coalition of Disabled People

North Shields Customer First Centre

North Tyneside Disability Forum

Shiremoor Credit Union (am only)

Shiremoor Library

Meadow Well Connected

Tyne Metropolitan College

Wallsend Customer First Centre*

Wallsend Peoples Centre (MEM)

White Swan Centre

Whitley Bay Customer First Centre*

Wideopen Library*

* If you're not a library member, please bring identification for computer access

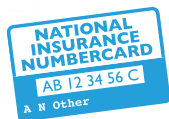
Contact telephone number for PC access	Location indicator on the map
0191 643 7768	3
0191 643 2072	11
0191 296 1437	1
0191 643 5270	14
0191 200 8570	15
0191 280 2487	16
0191 643 2036	7
0191 341 0033	20
0191 229 5000 (Students only)	2
0191 643 2075	9
0191 263 4852	22
0191 643 2040	26
0191 643 5390	12
0191 643 2071	27

Making a Universal Credit claim

To make a claim online you'll need to have some information to hand. This can include:

Your personal information

National Insurance number



Your email address



If you want to use this as a way for DWP to contact you please make sure that your email address is still active and you know your password.

Your phone number



It may be easier to use your mobile as a contact rather than your email, as you are more likely to check for a text message than an email.

Your housing information

Your address and who lives with you



Your landlord's address



How much rent you are paying



Include a breakdown of what your rent covers. Remember it is your **rent charged** by your landlord not the amount you actually pay, as this could be less if you were entitled to housing benefit.

Your financial information

Your bank account details

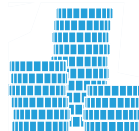


You will need a bank account to have your UC payment made so you can set up direct debits and standing orders. UC will be paid calendar monthly in arrears into a bank account. The first payment may take six weeks before it is paid.

Details of any savings you have



Any salary or other income



Go to www.gov.uk/universalcredit to make a claim.

Everything is now on line when setting up a UC claim;

- you will receive notifications via your account (no paper notifications will be sent through the post)
- you will be able to check payments made to you
- you will send and receive messages from/to your job coach

If you need support to set up your UC on line account, a member of the employment and skills team will be able to help you. Call 0191 643 2288 to find out about one to one support and drop in sessions near you.

UC is paid on a monthly basis in arrears. There is support available to help you manage this. In some circumstances, alternative payment arrangements can be arranged and advance payments if you will struggle with a monthly payment. Please talk to our team about the qualifying factors.

What happens next?

After you make your Universal Credit claim, most interactions will be digital so you must check your online account regularly.

A telephone helpline is available, Monday to Friday, 8am to 6pm. Call 0800 328 5644

After submitting your claim you must make an appointment to see a work coach in your local Jobcentre Plus. The number to use will be stated at the end of the online claim and you will be given an appointment at this time. DWP will not call back to arrange your appointment. If you are claiming as a couple you will both get appointments from Jobcentre Plus to come in and meet your work coach.

At the interview you will:

- Confirm your identity and provide documents that support your Universal Credit claim
- Sign a copy of your claim details
- Discuss your job search and draw up a claimant commitment. You will need to accept your claimant commitment as a condition of entitlement to Universal Credit. You will be given a copy of this to take away
- Be advised of the support that is available like Universal Jobmatch
- Discuss any budgeting support you might need
- Be reminded of your responsibilities and what will happen if you fail to meet your responsibilities

You must understand your commitment when agreeing it with your job coach and be able to carry out what you have agreed. Failure to do so could result in being sanctioned and your entitlement reduced for a period of time. If you have any concerns about the requirements in your commitment, please discuss these with your work coach.

Things to remember

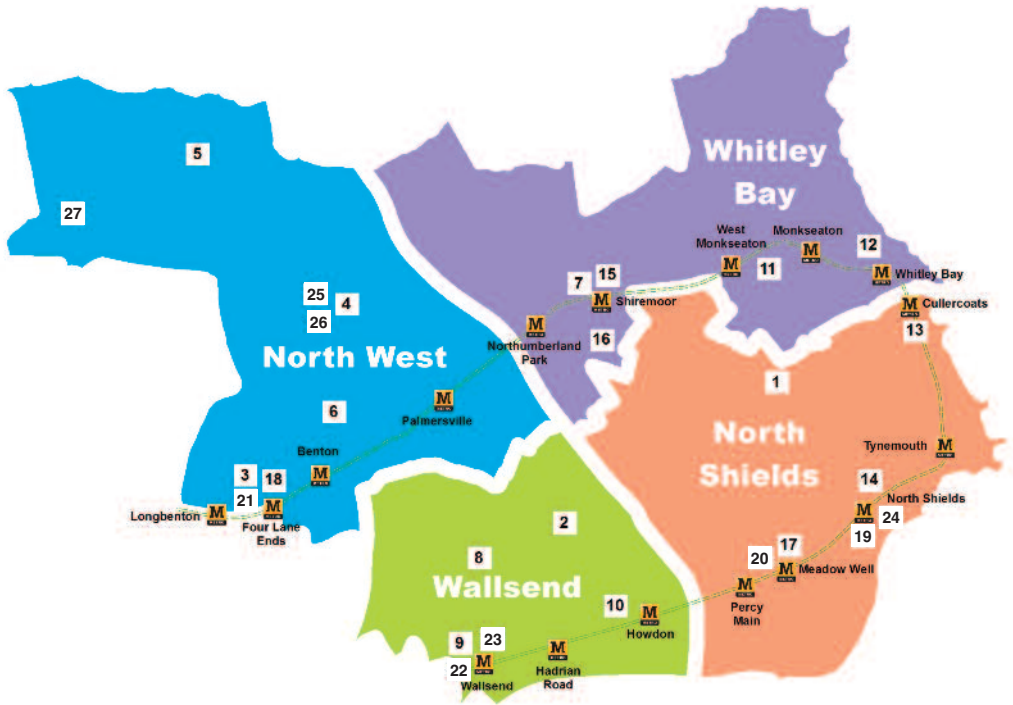
You may need to log on every day to your UC account to check for messages from your work coach. Think about how you will do this if you don't have access to your online account at home. You will get a text message or an email to tell you that you must action a message on your accounts.

If you are part of a couple each member of the couple will have to make their own claim for UC.

If you have disabilities or special requirements for using a public PC, please contact each centre to confirm that it meets your needs or call the team on (0191) 643 2288 to discuss the support required.

You may still be entitled to other benefits whilst on UC such as free school meals and free subscriptions check the www.gov.uk website for details.

For help with personal budgeting support, customers or organisations should contact the Citizens Advice Bureau (CAB) on 0344 245 1288.



1. North Tyneside Coalition of Disabled People
 2. Tyne Metropolitan College
 3. Longbenton Library (Oxford Centre)
 4. Killingworth Customer First Centre (White Swan Centre)
 5. John Willie Sams Centre
 6. Forest Hall Library
 7. Shiremoor Library
 8. Battle Hill Library
 9. Wallsend Customer First Centre
 10. Howdon Library
 11. Monkseaton Library
 12. Whitley Bay Customer First Centre
 13. Cullercoats Library
 14. North Shields Customer First Centre
 15. North Tyneside Disability Forum
 16. Shiremoor Credit Union
 17. Cedarwood Trust
 18. Balliol Youth and Community Centre
 19. Age UK
 20. Meadow Well Connected
 21. Longbenton Employability Hub (Justice Prince)
 22. Wallsend People Centre (MEM)
 23. Job Centre Wallsend
 24. Job Centre North Shields
 25. Job Centre Killingworth
 26. White Swan Centre
 27. Wideopen Library
- * Free wi-fi available