

Benefits Section Staff Instruction

Date: 23.11.17
Number: 2017 (25)
Full Service UC: 2017 (5)
Subject: Universal Credit – telephone Number, contacts and support
Issued by: Clare Fowkes

This staff instruction provides contact details for:

- Claiming Universal Credit including applying for advances
- Applying for contributions based JSA and ESA
- Universal Credit calculators
- Age to claim state pension credit calculators
- Chesterfield Borough Council Personal Budgeting Support Service
- Other support agencies
- Assisted digital support
- Food provision and food banks

Universal Credit Claim	
Claiming Universal Credit	https://www.gov.uk/apply-universal-credit
Universal Credit telephone support	0800 328 5644 (Monday to Friday 8am to 6pm)
Applying for an advance	0800 328 5644
Claimant request for housing costs payments to landlord	0800 328 5644
Applying for Contributions based ESA	0800 328 5644
Applying for contributions based JSA	Living in a Full service area – https://www.dwpe-services.direct.gov.uk/portal/page/portal/jsaol/lp Living in a Live service area – 0800 328 9344
Calculators and Aids	
Universal Credit calculators	https://www.gov.uk/benefits-calculators

<p>Pension credit qualifying age</p> <p>This will provide state retirement pension age and state pension credit age. It is the state pension credit age that determines whether we can treat a person as pension aged). A person who is over the age to claim state pension credit cannot claim Universal Credit. If your partner is working age then you can claim state pension credit or universal credit</p>	<p>https://www.gov.uk/state-pension-age</p>
<p>Help and Support</p>	
<p>Chesterfield Borough Council</p> <p>Information on Universal Credit in Chesterfield including the impact on housing benefit</p>	<p>https://www.chesterfield.gov.uk/benefits-and-advice.aspx</p> <p>Or telephone 01246 345484/ 01246 345507</p> <p>Or call in at the Customer Service Centre, New Square, Chesterfield.</p>
<p>Chesterfield Borough Council Personal Budgeting Support for Universal Credit claimants</p>	<p>01246 345509</p> <p>To ring for an appointment</p> <p>Monday to Thursday 8:30am to 5pm Friday 8:30am to 4:30pm</p>
<p>Derbyshire Discretionary Fund (DDF) for exceptional pressure grants and emergency cash payments</p>	<p>01629 533399</p> <p>between 10am and 4pm Monday to Friday</p>
<p>Welfare Rights</p>	<p>01329 531535</p> <p>11am to 4:30pm Monday to Friday</p> <p>Email: welfarebenefits@derbyshire.gov.uk</p>
<p>Citizens Advice Bureau</p> <p>6-8 Broad Pavement, Chesterfield S40 1RP</p>	<p>Freephone 0300 4568437</p> <p>01246 283872</p> <p>10am to 2pm Monday to Friday</p>

<p>Unemployed Workers Centre</p> <p>1 Rosehill East, Chesterfield S40 1NU</p>	<p>01246 231441</p> <p>Telephone helpline 9am to 5pm Monday to Thursday, 9am to 4pm on Friday</p> <p>info@duwc.org.uk</p>
<p>Derbyshire Law Centre</p> <p>1 Rosehill East, Chesterfield S40 1NU</p>	<p>01246 550674</p> <p>Freephone 0800 707 6990</p> <p>Main phone 01246 550674</p> <p>9:30am to 4:30pm Monday to Friday</p>
<p>Credit Union</p> <p>4-6 Soresby Street Chesterfield S40 1JN</p>	<p>01246 278833</p> <p>Tuesday to Saturday 10am to 2pm</p> <p>Email:</p> <p>Webmail@nedcu.co.uk</p>
<p>Severn Trent Trust Fund To help people facing hardship and experiencing difficulty in meeting their water charges</p>	<p>0121 355 7766</p>

Assisted Digital Support

In the Chesterfield Borough Area

<u>Organisation</u>	<u>Access to computing facilities?</u>	<u>Is computer help available?</u>	<u>Who can access the IT facilities/computer help?</u>	<u>Contact details</u>
Chesterfield Borough Council Customer Service Centre New Square Chesterfield S40 1SN	3 Free access to PCs Opening hours Mon: 8:30am to 5pm Tues: 8.30am to 5pm Wed: 10am to 5pm Thurs: 8.30am to 5pm Fri: 8:30am to 4.30pm	Yes. Please enquire for more details about free IT access and support available.	All	Chesterfield Borough Council 01246 345345 www.chesterfield.gov.uk
Brimington Library Church Street Brimington Chesterfield S43 1JG	Free access to 7 PCs and wifi. Logon to PCs using library membership card; visitor access available. Opening hours Mon: 10am to 12.30pm, 1.30 to 7pm Tues: 10am to 12.30pm, 1.30 to 5pm Wed: Closed Thurs: 10am to 12.30pm, 1.30 to 5pm Fri: 1.30 to 5pm	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Brimington Library: 01629 537773 brimington.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries

	Sat: 9.30am to 12.30pm			
Chesterfield Library New Beetwell Street Chesterfield S40 1QN	Free access to 48 PCs and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon to Fri: 9am to 7pm Sat: 9am to 4pm	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Chesterfield Library: 01629 533400 chesterfield.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries
Newbold Library Windermere Road Newbold Chesterfield S41 8DU	Free access to 5 PCs and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon: 9.30am to 1pm, 2 to 5pm Tues: 9.30am to 1pm, 2 to 7pm Wed: 9.30am to 1pm, 2 to 5pm Thurs: 9.30am to 1pm, 2 to 5pm Fri: 9.30am to 1pm, 2 to 5pm Sat: 9.30am to 4pm	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Newbold Library: 01629 537570 newbold.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries
Old Whittington Library High Street Old Whittington Chesterfield S41 9JZ	Free access 1 PC and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon: Closed	Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.	All	Old Whittington Library: 01629 533028 oldwhittington.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries

	<p>Tues: 10am to 1pm, 2 to 6pm Wed: Closed Thurs: 10am to 1pm, 2 to 6pm Fri: Closed Sat: 10am to 1pm</p>			
<p>Staveley Library Hall Lane Staveley Chesterfield S43 3TP</p>	<p>Free access to 7 PCs and wifi. Logon to PC using library membership card; visitor access available. Opening hours Mon: 9.30am to 7pm Tues: 9.30am to 5pm Wed: 9.30am to 5pm Thurs: 9.30am to 5pm Fri: 9.30am to 5pm Sat: 9.30am to 4pm</p>	<p>Yes. Free bookable 1 to 1 computer help sessions on library computers or on customer's own device in library.</p>	All	<p>Staveley Library: 01629 533629 staveley.library@derbyshire.gov.uk or contact Derbyshire Library Information Service on 01629 533444 / asklibrary@derbyshire.gov.uk www.derbyshire.gov.uk/libraries</p>
<p>Derbyshire County Council National Careers Service, Services for Teenagers, Peter Webster Centre, Whittington Moor, Chesterfield S41 8LQ</p>	<p>Free access to IT Support Access to an Adult Careers Adviser Sessions typically include:</p> <ul style="list-style-type: none"> • Offer face to face advice to adults in a range of locations in local communities. • Provide detailed sector by sector labour market information so people can discover which industries are growing in their area. • Provide tools such as a CV 		All aged 18 plus	<p>Drop in sessions:</p> <p>Chesterfield Hunloke Centre Church Street South, Birdholme S40 2TF Monday 13.30 - 16.00</p> <p>Chesterfield Library New Beetwell Street, Chesterfield S40 1QN Tuesday 9.30am - 12.30</p> <p>Peter Webster Centre Sheffield Road, Whittington Moor S41 8LQ By appointment only 07717 303855</p> <p>Staveley Adult Education Centre</p>

	<p>builder and a Skills Health Check on the website to help people identify their skills strengths and gaps.</p> <ul style="list-style-type: none"> • Allow people to open a Lifelong Learning Account, which gives clear information and advice on skills, careers and financial support in a single, personalised online space. 			<p>Staveley Town Council, High Street, Staveley S43 3UX Thursday 13:00 - 16:00</p>
<p>Money Sorted in D2N2 St Anns Advice Centre Neighbourhood Chase Centre St Anns Nottingham NG3 4EZ</p>		<p>Money Sorted in D2N2 is a Financial Inclusion Project. Personal Navigators provide support for people experiencing the greatest financial difficulty. This might include help to access and use a computer when claiming Universal Credit and access to IT courses . Please enquire for further information about free support available.</p>	<p>Those eligible for the Money Sorted in D2N2 Project in Derbyshire. Please enquire for further information.</p>	<p>Money Sorted in D2N2 0115 9081534 info@moneysortedind2n2.org http://moneysortedind2n2.org</p>

Foodbank

Foodbank (Trussell Trust)	<p>07984 589456</p> <p>Email info@chesterfield.foodbank.org.uk</p> <p>Monday 12pm to 2pm – St Michael and All Angels Parish Hall (closed 25.12.17) Tuesday 1pm to 3pm – The Compass, West Bars (closed 26.12.17, open Wednesday 27th December) Friday 1pm to 3pm Loundsley Green Community Centre</p>
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Food provision

Day	Time	Provider	Location	Food available
Monday	6:30 – 8:00pm	Church on The Bus	Outside the Town Hall	Cold sandwiches and drinks
Tuesday	6:00 – 7:00pm	St Michael's Soup Kitchen	New square Grace Chapel (old Yorkshire bank)	Hot food and drinks
Tuesday	4:00 – 6:00 pm	Gussies Kitchen Community project	St Augustines church St Augustines Road	Hot 3 course meal Charges Under 5's Free, Children 50p, Adults £2.50
Wednesday	6:00 – 7:00pm	Temp closed	Temp closed	
Thursday	6;30 – 8:00pm	Church on The Bus	Outside the Town Hall	Cold sandwiches and drinks
Friday	6:00 – 7:00pm	St Michael's Soup Kitchen	New square	Hot food and drinks

		Hope Springs	Grace Chapel (old Yorkshire bank)	
Saturday	6:00-7:00pm	Church in the peak	Outside the Town Hall	Cold sandwiches and drinks
Sunday	6:00 – 7:00pm	Grace Chapel	New Square Chesterfield (Old Yorkshire Bank)	Hot food and drinks