



## Understanding Universal Credit

Universal Credit replaces six benefits for people of working age with a single monthly benefit payment:

- **Housing Benefit**
- **Income-based Jobseeker's Allowance**
- **Income-related Employment and Support Allowance**
- **Income Support**
- **Child Tax Credit**
- **Working Tax Credit.**

If you are already claiming any of the existing benefits, you do not need to claim Universal Credit, unless:

- **You need to make a new benefit claim**
- **The government's Department for Work and Pensions asks you to claim Universal Credit.**



## Get ready for Universal Credit

- Universal Credit claims are made and managed online at [gov.uk/universalcredit](https://www.gov.uk/universalcredit) – turn over for help with getting online.
- You will need a bank or building society account to receive Universal Credit.
- Universal Credit is paid monthly in arrears – it is likely that you will have to wait five weeks before you receive your first payment.
- The amount you receive will include housing costs and it will be your responsibility to pay your rent to your landlord.



## Support with managing your money

We understand that many people are concerned about Universal Credit and we are here to support you.

If you are a council tenant claiming Universal Credit and worried about paying your rent, speak to your **Rent Officer** first on **020 7974 4444**.

All residents can contact **Citizens Advice Camden** for dedicated support:

- If you are already claiming Universal Credit, phone the UC SmartMoney helpline: **0300 303 0308**
- Get advice about claiming Universal Credit and other benefit advice: **0300 330 1157**
- Drop in for advice: 141a Robert Street, NW1 3QT or 2 Prince of Wales Road, NW5 3LQ – see opening hours at [camdenabservice.org.uk](https://www.camdenabservice.org.uk)

Visit [camden.gov.uk/universalcredit](https://www.camden.gov.uk/universalcredit) for more information about support with managing your money and debt advice.



# Help with getting online

Universal Credit claims are made online. If you need help to create your online account and make a claim, visit your local **Jobcentre Plus** – to find your nearest call their **Freephone helpline** on **0800 328 5644**.

Visit [camden.gov.uk/camdenpublicwifi](http://camden.gov.uk/camdenpublicwifi) to find out where you can access **free public wi-fi**.



# Free digital skills courses

You can improve your digital skills at any of these Camden venues – please contact them directly to find out when courses are running:

**Courses available at these venues include:**

- Basic computing, MS Word, tablets, smartphones
- ▲ Intermediate to higher level computing
- Drop-in computer workshops (basic)

### Abbey Community Centre ● ■

222c Belsize Road, NW6 4DJ  
020 7624 8378

### Adult Learning Centre, Netley Campus ● ■

74 Stanhope Street, NW1 3EX  
020 7974 2148

### Conway House ■

18-22 Quex Road, NW6 4PL  
020 7372 6633

### City Lit ● ▲

1-10 Keeley Street, WC2B 4BA  
020 7492 2511

### Hopscotch ● ■

50-52 Hampstead Road, NW1 2PY  
020 7388 8198

### Kilburn Library ●

12-22 Kilburn High Road, NW6 5UH  
020 7974 4001

### Latin American House ●

10 Kingsgate Place, NW6 4TA  
020 7372 8653

### LDN Camden Drop-in (for people with learning disabilities) ●

104a Queen's Crescent, NW5 4DU  
020 8206 5927

### Mary Ward Centre ● ▲

42 Queen Square, WC1N 3AQ  
020 7269 6000

### N1C Centre ●

Plimsoll Building, Handyside Street, NW1 4BQ  
020 7424 1604

### Richard Cobden Learning Centre ● ■

29 Camden Street, NW1 0LJ  
020 7974 2148

### SHELL Centre ● ■

Linnell House, Boundary Road, NW8 0HS  
020 7372 7021

### Sidings Community Centre ● ■

150 Brassey Road, NW6 2BA  
020 7625 6260

### Training Link ● ■

54-56 Phoenix Road, NW1 1ES  
020 7383 5405

### West Euston Partnership ●

29-31 Hampstead Road, NW1 3JA  
020 7388 7932

### Westminster Kingsway College ● ▲

Longford Street, NW1 3HB  
020 7963 4181

### WMC – The Camden College ● ▲

44 Crowndale Road, NW1 1TR  
020 7255 4700

**Please note:** these venues do not offer advice on Universal Credit.