

Universal Credit

get set!

www.getsetnow.co.uk

Knowing us means
knowing what to do next





internet access
or Wifi hotspot



help to budget



information
and advice



employment
support



help to manage
your debts



emergency
support



improved computer
skills

get set!

Are you between 18 and 65, living in Elmbridge and claiming benefits or may need to start claiming benefits?

This guide will help you to get set! for Universal Credit with information on who to contact for support and information.

There are also 3 things you can do now to prepare:

- set up a basic bank account
- register with the Verify service
- talk to Boom! Credit Union

See pages 42-43 for more information.

Not sure whether you're affected? Need help making a claim? Book an appointment or call to chat to one of us.

Elmbridge Borough Council

High Street,
Esher,
Surrey, KT12 1DZ
Tel: 01372 474 474
Mon – Thurs 8.45am – 5pm

PA Housing

Case House,
85–89 High Street,
Walton-on-Thames, KT12 1DZ
Tel: 0300 123 2221
Monday – Friday 9am – 5pm

Weybridge Jobcentre Plus

7–13 Monument Hill,
Weybridge,
KT13 8RX
Tel: 0345 604 3719
Mon, Tues, Thu, Fri 9am – 5pm
Wed 10am – 5pm

Citizens Advice Esher & District

Harry Fletcher House,
High Street,
Esher, KT10 9RN
Tel: 01372 464 770
Mon, Tue, Thu, Fri 10.30am – 3.30pm
Wed 5pm – 7.30pm

MetropolitanThames Valley

Premier House,
52 London Road,
Twickenham,
TW1 3RP
Tel: 020 8607 0607 or
0300 456 2929
Mon – Fri 8.30am – 4.30pm

Elmbridge Rentstart

Charities House,
1 The Quintet,
Churchfield Road,
Walton-on-Thames,
KT12 2TZ
Tel: 0137 2477 167
Mon – Fri 9am – 5pm

Crown Simmons

Aissela,
46 High Street,
Esher,
KT10 9QY
Tel: 01372 461 440
Mon – Fri 9am – 5pm



Citizens Advice Elmbridge (West)

Elmbridge Community Hub,

72 High Street,

Walton-on-Thames, KT12 1BU

Tel : 01932 248 660

Mon, Tue, Thu 9.30am – 3.30pm

Wed & Fri 9.30am – 12.30pm

1st Wed each month 5 – 7pm drop in

Contents

Introduction 9

 **internet access
or Wifi hotspot** 10

 **help to budget** 16



**help to manage
your debts** 20



**emergency
support** 24



**information
and advice**

28



**employment
support**

32



**improved
computer skills**

36

More information

42



Breaking the cycle of homelessness



Introduction

Universal Credit is a payment to help with your living costs. It's paid monthly. You may be able to get help if you're on a low income or out of work. Whether you can claim Universal Credit depends on where you live and your circumstances.

Universal Credit will replace the following benefits: Child Tax Credit, Housing Benefit, Income Support, income-based Jobseeker's Allowance (JSA), income-related Employment and Support Allowance (ESA) and Working Tax Credit. If you currently receive any of these benefits, you cannot claim Universal Credit at the same time.

Universal Credit is being introduced in stages across the UK. You do not need to do anything until you hear from the Department for Work and Pensions (DWP) about moving to Universal Credit, unless you have a change in circumstances.

This get set! guide provides you with contact points to help you claim Universal Credit, whether it is making your claim online or getting advice on money matters.



**with internet
access or
Wifi hotspot**




Where

What you can expect

Who

Weybridge Jobcentre Plus

7–13 Monument Hill,
Weybridge, KT13 8RX

 0800 169 0190

 Mon, Tue, Thu, Fri
9am – 5pm
Wed
10am – 5pm

9 computers available to use for making a benefit claim.

Free Wifi to use with your own mobile phone, laptop or tablet.

Ask a member of staff at the Jobcentre Plus reception area.


Work Coaches are available to support you.

Other services



Elmbridge Civic Centre

High Street, Esher,
Surrey, KT10 9SD

 01372 474474

 Mon – Thu
8.45am – 5pm
Fri
8.45am – 4.45pm

7 computers at three pod areas in the main Civic Centre reception area.


1 computer in the Housing reception area.


Ask at the housing services reception desk.

Housing staff are available to support you.

PA Housing

Case House,
85–89 High Street,
Walton-on-Thames,
KT12 1DZ

 0300 123 2221

 Mon – Fri
9am – 5pm

The reception area at PA Housing has Wifi access and two computers available for public use


For help with using the internet ask to speak to inclusion services on arrival

Other services



Citizens Advice Elmbridge (West)

Elmbridge Community Hub, 72 High Street,
Walton-on-Thames
KT12 1BU

 01932 248 660

Free Wifi to use with your own mobile phone, laptop or tablet.

2 self help screens for Assisted Digital Support

Ask a member of staff at reception.

Internet access or Wifi hotspot


Where

What you can expect

Who

Walton Library

54 The Heart,
(off Hepworth Way)
Walton-on-Thames,
Surrey, KT12 1GH

 0300 200 1001

 Mon, Wed, Fri
9am – 6pm
Tue, Thu
9am – 7pm
Sat
9am – 5pm
Sun
11am – 5pm


18 computers offering public internet access for up to two hours.

Free Wifi to use with your own mobile phone, laptop or tablet.

Ask a member of staff at reception or book a computer in advance by phone 0300 200 1001.

Cobham Library

The Cedar Centre,
Cedar Road, Cobham,
Surrey, KT11 2AE

 0300 200 1001

 Tue
9am – 7pm
Wed – Sat
9 – 5pm
Closed Mon & Sun

4 computers offering public internet access for up to two hours.

Free Wifi to use with your own mobile phone, laptop or tablet.


Ask a member of staff at reception or book a computer in advance by phone 0300 200 1001.

Other services



Dittons Library

Mercer Close,
Thames Ditton,
Surrey, KT7 0BS

 0300 200 1001

 Tue
9am – 7pm
Wed – Sat
9am – 5pm
Closed Mon & Sun

5 computers offering public internet access for up to two hours.

Free Wifi to use with your own mobile phone, laptop or tablet.

Ask a member of staff at reception or book a computer in advance by phone 0300 200 1001.

Other services




Where

What you can expect

Who

Esher Library

Old Church Path, Esher,
Surrey, KT10 9NS

 0300 200 1001



Tue

9am – 7pm

Wed – Sat

9am – 5pm

Closed Mon & Sun

5 computers offering
public internet access
for up to two hours.

Free Wifi to use with
your own mobile phone,
laptop or tablet.

Ask a member of
staff at reception or
book a computer in
advance by phone
0300 200 1001.


Other services



Molesey Library

The Forum, Walton Road,
West Molesey, Surrey,
KT8 2HZ

Molesey library is situated
next door to Molesey
clinic.

 0300 200 1001



Tue

9am – 7pm

Wed – Sat

9am – 5pm

Closed Mon & Sun

5 computers offering
public internet access
for up to two hours.

Free Wifi to use with
your own mobile phone,
laptop or tablet.


Ask a member of
staff at reception or
book a computer in
advance by phone
0300 200 1001.

Other services



Weybridge Library

Church Street, Weybridge,
KT13 8DE

 0300 200 1001



Tue

9am – 7pm

Wed – Sat

9am – 5pm

Closed Mon & Sun

8 computers offering
public internet access
for up to two hours.

Free Wifi to use with
your own mobile phone,
laptop or tablet.

Ask a member of
staff at reception or
book a computer in
advance by phone
0300 200 1001.

Other services



internet access or Wifi hotspot

Where

What you can expect

Who

Hersham Library

Molesey Road, Hersham,
Surrey, KT12 4RF

Hersham library is just
off the large roundabout
between Walton and
Esher.



0300 200 1001



Tue

9am – 7pm

Wed & Thu

2pm – 5pm

Fri

10am – 5pm

Sat

9.30am – 4pm

Closed Mon & Sun

3 computers offering
public internet access
for up to two hours.

Free Wifi to use with
your own mobile phone,
laptop or tablet.

Ask a member of
staff at reception or
book a computer in
advance by phone
0300 200 1001.

The Heart Shopping Centre

Walton-on-Thames,
Surrey, KT12 1GH



Mon – Sat

9.30am – 6pm

Sun

11am – 5pm

Free Wifi to use with
your own mobile phone,
laptop or tablet.

Connect anywhere
within the shopping
centre.

**with help
to budget**




Where

What you can expect

Who

Citizens Advice Esher & District

Harry Fletcher House,
High Street, Esher,
KT10 9RN

 01372 464 770

 Mon, Tue, Thu, Fri
10.30am – 3.30pm.
Wed
5pm – 7.30pm

They can support
you with confidential
personal budgeting
support.


Drop in at any of the
times listed.

Other services




Citizens Advice Esher & District in the community


Cobham outreach,
Cobham Centre,
Oakdene Road,
Cobham, Surrey,
KT11 2LY

 Wed
10.30am – 1pm
(drop in service)

Molesey outreach,
Joseph Palmer Centre,
319a Walton Road,
West Molesey, Surrey,
KT8 2QG

 Tue & Thu
10am – 12.30pm
(drop in service)

Claygate outreach,
Capelfield Surgery, Elm
Road, Claygate KT10
0EH

 Wed
9.30am – 12pm
(drop in service)

They can support
you with confidential
personal budgeting
support.

Drop in at any of the
times listed.

help to budget


Where

What you can expect

Who

Citizens Advice Elmbridge (West)

Elmbridge Community Hub, 72 High Street, Walton-on-Thames, Surrey, KT12 1BU

 01932 248 660

 Mon, Tue, Thu
9.30am – 3.30pm.
Wed & Fri
9.30am – 12.30pm
1st Wed each month 5 – 7pm (drop in)

www.caew.org.uk

They can support you with confidential personal budgeting support.

Advice by telephone (01932 248 660),
Advice by email (via www.caew.org.uk)

Drop in and appointments.


Home visits offered to anyone who is housebound.

Other services




Citizens Advice Elmbridge (West) in the community

Weybridge Community Centre, Churchfield Place Off Churchfield Road, Weybridge, Surrey, KT13 8DB

 Thu
10am – 12pm (drop in)

Hersham Community Centre, Queens Road, Hersham, Surrey, KT12 5LU

 Wed
10am – 12pm (drop in)

They can support you with confidential personal budgeting support.

Drop in at any of the times listed.

Other services




Where

What you can expect

Who

Elmbridge Borough Council

High Street, Esher,
Surrey, KT10 9SD

 01372 474 474

 Mon – Thu
8.45am – 5pm.
Fri
8.45am – 4.45pm


Personal budgeting support following referral from Jobcentre, by appointment only.


Ask at the housing services reception desk.

Other services 

PA Housing

Case House,
85–89 High Street,
Walton-on-Thames,
KT12 1DZ

 0300 123 2221

 Mon – Fri
9 am – 5 pm

If you are a PA Housing resident you can access budgeting support.


Made of money service. Comprehensive budgeting advice and more general drop in sessions for PA Housing residents.

Call PA Housing on 0300 123 2221 and ask to speak to the Inclusion Team.

Other services     

A2 Dominion

Spelthorne House,
Thames St, Staines,
Middlesex, TW18 4TA

 0800 432 0077

If you are an A2 Dominion Housing Association resident you can access budgeting support.

Call 0800 432 0077 and speak to the Tenancy Sustainment Department.

Other services 

help to budget

**with help
to manage
your debts**




Where

What you can expect Who


Citizens Advice Esher & District

Harry Fletcher House,
High Street, Esher, KT10 9RN


 01372 464 770

 Mon, Tue, Thu, Fri
10.30am – 3.30pm
Wed
5pm – 7.30pm


Cobham outreach,
Cobham Centre, Oakdene
Road, Cobham, Surrey,
KT11 2LY

 Wed
10.30am – 1pm
(drop in service)

Molesey outreach,
Joseph Palmer Centre,
319a Walton Road,
West Molesey, Surrey,
KT8 2QG

 Tue & Thu
10am – 12.30pm
(drop in service)

Claygate outreach, Capelfield
Surgery, Elm Road, Claygate
KT10 0EH

 Wed
9.30am – 12pm
(drop in service)

They help you to
manage your debts.

Drop in service.


Other services



help to manage your debts

Debtscape

Home visits in Walton-on-
Thames, Weybridge and
Hersham.

 01932 245 536

Debt advice on debt
relief orders,
bankruptcy, debt
management &
negotiation with
creditors

Home visits


**advice@debt
scapeshepperton.
org**

Where

What you can expect Who

Citizens Advice Elmbridge

Elmbridge Community Hub,
72 High Street,
Walton-on-Thames, Surrey
KT12 1BU

 01932 248 660

 Mon, Tue, Thu
9.30am – 3.30pm.
Wed & Fri
9.30am – 12.30pm
1st Wed each month
5 – 7pm (drop in)

www.caew.org.uk

They can support you with confidential personal budgeting support and help you to manage your debts.

Advice by telephone (01932 248 660),

Advice by email (via www.caew.org.uk)

Drop in and appointments.


Home visits offered to anyone who is housebound.

Other services



Citizens Advice Elmbridge (West) in the community

Weybridge Community Centre, Churchfield Place,
Off Churchfield Road,
Weybridge KT13 8DB

 Thu
10am – 12pm (drop in)

They can support you with confidential personal budgeting support and help you to manage your debts.


Drop in service.

Other services



Citizens Advice Elmbridge (West) in the community

Hersham Community Centre,
Queens Road, Hersham
KT12 5LU

 Wed
10am – 12pm (drop in)

They can support you with confidential personal budgeting support.

Drop in service.

Other services



**with
emergency
support**



Where

What you can expect

Who

Surrey Local Assistance Scheme


Apply by visiting Citizens Advice or online.

www.surreycc.gov.uk/localassistancescheme


Emergency support of cash payment or essential household items (such as for food, emergency travel, emergency provision for families, those fleeing domestic violence, bed, cooker, fridge/freezer.)

Visit your local Citizens Advice or apply online.

Universal Credit helpline

 0800 328 5644

Textphone:
0800 328 1344

 Mon – Fri
8am – 6pm

For advance payment of Universal Credit to help you get by while you're waiting for your first payment. Otherwise it will take around 5 weeks after you apply for Universal Credit to get your first payment.

The advance payment is a loan – you'll have to pay it back. The repayments will be automatically deducted from your Universal Credit payments until the advance is fully paid back.

Other services



emergency support


Where

What you can expect

Who

Walton Charity

Charities House, 1-2
The Quintet, Churchfield
Road, Walton-on-
Thames KT12 2TZ

 0203 328 0246

 Mon – Tue
9am – 4.30pm
Wed – Fri
9am – 1pm

waltoncharity.org.uk

Household funding (essential household items)
Transport funding (public transport, bicycles)
Children and young people (school uniform, trips and clubs)
Vocational funding (course fees for vocational training, expenses linked to training)


By referral from another agency to the Walton Charity or call 0203 328 0246

Other services



Elmbridge Rentstart

Charities House, 1 The
Quintet, Churchfield
Road, Walton-on
Thames KT12 2TZ

 01372 477 167

elmbridgerentstart.org.uk

If you are facing homelessness we can give help & advice including possible referral to emergency hostels.


Call 01372 477 167 or email: enquiries@elmbridgerentstart.org.uk


Other services



PA Housing

Case House,
85-89 High Street,
Walton-on-Thames,
KT12 1DZ

 0300 123 2221

 Mon – Fri
9am – 5pm

PA Housing Hardship fund.
If you are a PA Housing resident, you can access an emergency fund.

To find out more call 0300 123 2221 or email info@pahousing.co.uk

Where

What you can expect

Who

The Trussell Trust Foodbanks

Cobham



Fri 12pm – 1.30pm

Methodist Church Hall,
Cedar Road, KT11 2AA

Esher



Tue 10 – 11.30am



07398 195151

Esher Green Baptist
Church, 6 Park Road,
KT10 8NP

Hersham



Mon 3 – 5pm
Tue 2 – 4pm



07745 256753

St Peter's Church,
Burwood Road KT12
4AA

Walton-on-Thames



Thu & Fri
11 am – 1 pm



07745 256748

St John's Church,
The Furrows (off
Ambleside Avenue),
KT12 3JQ

West Molesey



Thu & Fri
11 am – 1 pm



07398 195151

3rd Molesey Scout Hall,
St Peter's Road, KT8
2QE

You can get an emergency
package of food.

You need a referral to access
this service.

Referrals
from Citizens
Advice,
housing
providers
(for their
residents),
Elmbridge
Borough
Council, health
providers,
schools,
churches, CAP
debt centres
and other local
agencies/
charities

emergency support

**with
information
and advice**




Where

What you can expect

Who

Universal Credit helpline

 0800 328 5644

Textphone:
0800 328 1344

gov.uk/universal-credit

Advice on Universal Credit applications and changes.


For advice call 0800 328 5644 or text on 0800 328 1344

Other services




Citizens Advice Esher & District

Harry Fletcher House,
High Street, Esher,
KT10 9RN


 01372 464 770

 Mon, Tue, Thu, Fri
10.30am – 3.30pm
Wed
5pm – 7.30pm

Cobham outreach,
Cobham Centre,
Oakdene Road,
Cobham, Surrey,
KT11 2LY

 Wed
10.30am – 1pm
(drop in service)

Molesey outreach,
Joseph Palmer Centre,
319a Walton Road,
West Molesey, Surrey,
KT8 2QG

 Tue & Thu
10am – 12.30pm
(drop in service)

Independent and impartial information and advice on benefits, work, debt, tax, housing or consumer protection.

You can drop in at the times listed.

Advice available at citizensadvice.org.uk

Other services




Where

What you can expect

Who

Citizens Advice Elmbridge (West)

Elmbridge Community Hub, 72 High Street, Walton-on-Thames, Surrey, KT12 1BU

 01932 248 660

 Mon, Tue, Thu
9.30 am – 3.30 pm.
Wed & Fri
9.30 am – 12.30 pm
1st Wed
each month
5 – 7 pm (drop in)
www.caew.org.uk

Independent and impartial information and advice on benefits, work, debt, tax, housing or consumer protection.

Advice by telephone (01932 248 660),

Advice by email (via www.caew.org.uk)

Drop in and appointments.

Home visits offered to anyone who is housebound.


Advice available at citizensadvice.org.uk

Other services



Elmbridge Rentstart

Charities House, 1 The Quintet, Churchfield Road, Walton, KT12 2TZ

 01372 477 167

Advice for single people and childless couples facing homelessness. Rent Deposit scheme to help you move into private rented accommodation or possible referral to supported housing if appropriate.

Call
1372 477 167
or email:
enquiries@elmbridgerentstart.org.uk

elmbridgerentstart.org.uk

Other services



Where

What you can expect

Who

Citizens Advice Elmbridge (West) in the community

Weybridge Community Centre, Churchfield Place Off Churchfield Road, Weybridge, Surrey, KT13 8DB



Thu
10am – 12pm (drop in)

Older People's Advisory Service
Mon & Fri

9.30 am – 12.30 pm

www.caew.org.uk

Independent and impartial information and advice on benefits, work, debt, tax, housing or consumer protection.

You can drop in at the times listed.

Information available at citizensadvice.org.uk

Other services



Citizens Advice Elmbridge (West) in the community

Hersham Community Centre, Queens Road, Hersham, Surrey KT12 5LU



Wed
10 am – 12 pm
(drop in)

Independent and impartial information and advice on benefits, work, debt, tax, housing or consumer protection.

You can drop in at the times listed.

Information available at www.citizensadvice.org.uk

Other services



PA Housing

Case House, 85–89 High Street, Walton-on-Thames, KT12 1DZ



0300 123 2221



Mon – Fri
9am – 5pm

If you are a PA Housing resident you can get access to information, welfare and benefits advice and other support.

You can ask at reception at Case House.

Information available at pahousing.co.uk

Other services



**with
employment
support**




Where

What you can expect

Who

Weybridge Jobcentre Plus

7–13 Monument Hill,
Weybridge, KT13 8RX

 0800 169 0190

 Mon, Tue, Thu, Fri
9am – 5pm
Wed
10am – 5pm

Personalised
employment support
from a work coach.

Ask a member of staff
at the Jobcentre Plus
reception area.

Work coaches are
available to support
you.

Other services



ETHOS Advice service


Employment, Training
and Housing Options
Support (ETHOS).


Personal advisor
available by prior
arranged appointment
located at the Esher
Civic Centre every
Tuesday and for PA
Housing tenants at
Case House, Walton
every Thursday.

You can refer yourself
at
www.surreyllp.org.uk/
Or ask for a referral
from your Jobcentre
Plus, Elmbridge
Borough Council,
Citizens Advice or
Housing Association for
more information.

Walton Charity

Mayfield, 74 Hersham
Road, Hersham,
Walton-on-Thames
KT12 5NU

 0203 328 024

 Mon – Fri
9am – 5pm

Learning and
development grant.
Support with
identified learning and
development needs
including training,
accreditation, transport
costs and childcare.

For more information
call 0203 328 024

Other services



employment support

Where

What you can expect

Who

PA Housing

Case House,
85–89 High Street,
Walton-on-Thames,
KT12 1DZ



0300 123 2221



Mon – Fri
9 am – 5 pm

Back 2 Work Fund.

If you are a PA Housing resident you may be able to get help with interview and travel or working clothes costs.

To apply, call us on 01932 235 830 or email **welfarebenefits@pahousing.co.uk** and type 'b2wf' in the subject box.

Other services



**with improved
computer
skills**



Where

What you can expect

Who

Surrey Libraries – Digital Buddies

Cobham library



Tue
10am – 12 noon

Dittons library



Fri
10am – 12 noon

Esher library



Tue
10am – 1 pm

Weybridge library



Tue
10am – 12 noon



0300 200 1001

Support learners to use computers/laptops independently.

File management – opening, closing, editing, saving and printing files.

Navigating and searching the internet.

Using email and attachments.

Basic use of MS Word.

Speak to a member of library staff or call 0300 200 1001.

Other services



Surrey Libraries – Training courses

www.surreycc.gov.uk/people-and-community/libraries

and click on ‘**Learning and Research**’



0300 200 1001

You will learn how to use the mouse and keyboard, how to search the internet and how to use email.

To book your place or for more information pop into the library or call 0300 200 1001.

Other services



Henrietta Parker Trust – courses



0300 200 1044

Subsidised computer courses

Visit **henriettaparkertrust.com**


Where


What you can expect

Who

PA Housing

Case House,
85–89 High Street,
Walton-on-Thames,
KT12 1DZ

 0300 123 2221

 Mon – Fri
9 am – 5 pm

If you are a PA Housing resident you can get help through the Learn Digital Skills scheme.


To find out more about digital support available please contact the Customer Contact Centre on 0300 123 2221.

Other services



A2 Dominion

Spelthorne House
Thames St, Staines,
Middlesex, TW18 4TA

 0800 432 0077

If you are an A2 Dominion resident you can access a Digital DIY course.

A digital champion will teach you how to:

- use a computer and get the most out of it
- get on the internet and use search engines
- set up and use an email account to stay in touch with family or friends
- pay bills online or manage your bank account
- access our online services, including My Account, which lets you check your statement, request and track repairs, pay bills online and more.

If you are interested in finding out more about getting online, or know someone who may benefit from this scheme, please call our friendly course leaders directly on 020 3056 6865 quoting 'A2Dominion'.

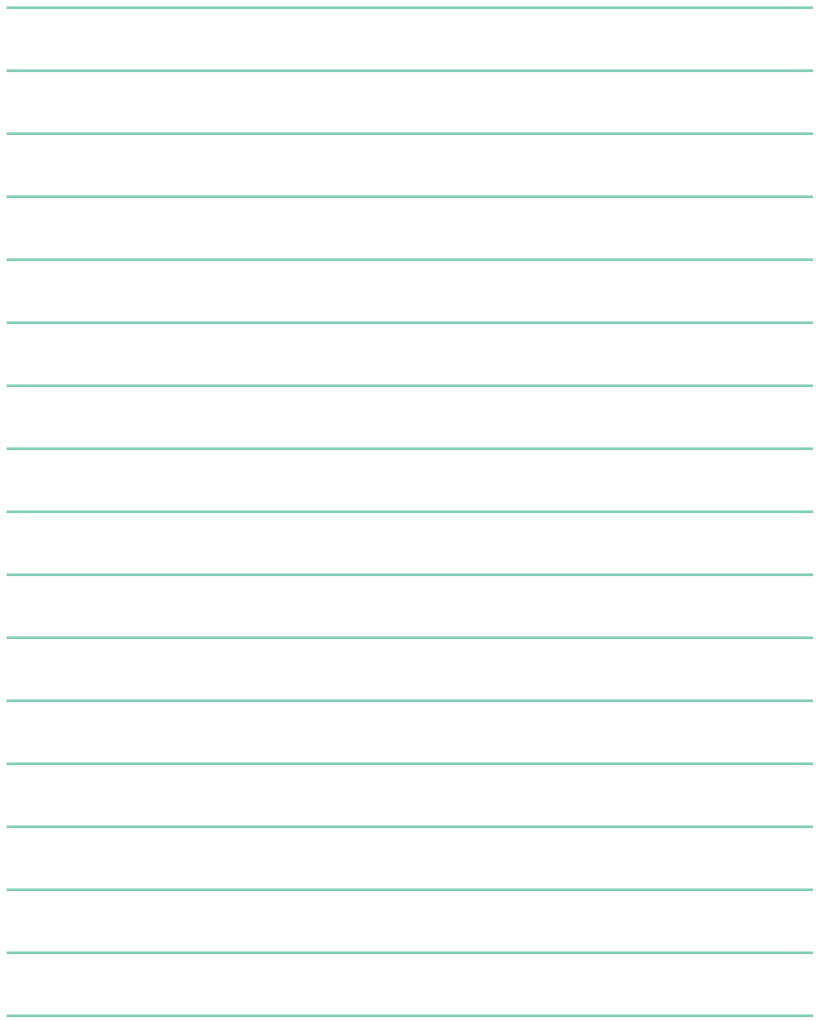
Other services





Hi!

I'm a Digital Buddy from Surrey Libraries. I can support you to use a computer/laptop independently.



A large white speech bubble with a teal background. The bubble has a tail pointing towards the bottom-left corner. Inside the bubble, there are 20 horizontal teal lines for writing, spaced evenly from top to bottom.

A large white speech bubble with a teal background. The bubble has a pointed bottom-left corner and a flat top. Inside the bubble, there are 20 horizontal teal lines spaced evenly, providing a template for writing. The bubble is set against a solid teal background.

More information

Basic bank accounts

As Universal Credit can only be paid into bank accounts which receive automated payments, it's important to have an account open in advance. The following banks all offer basic bank accounts:

- Barclays
- HSBC
- Lloyds
- Nationwide
- Santander
- Natwest
- Halifax

Local contact details for these banks are available at elbridge.gov.uk/universalcredit or find out how to set up a basic bank account at citizensadvice.org.uk/debt-and-money/banking/getting-a-bank-account/

Boom credit union bank accounts

Bank accounts with budgeting tools. For more information visit boomcu.com or call Catherine on 01483 917958, Mon-Thurs.

Verify

You can prove who you are online with GOV.UK's Verify service. With Verify, you don't need to prove your identity in person or wait for something to arrive in the post. Signing up can help you with your Universal Credit application.

Visit gov.uk/verify to sign up.

Visit the get set website

Go to: www.getsetnow.co.uk

Apply for Universal Credit online

Go to: gov.uk/apply-universal-credit

Understanding Universal Credit

Information on what Universal Credit means for you at [understandinguniversalcredit.gov.uk](https://www.understandinguniversalcredit.gov.uk)

Universal Credit eligibility

Check whether you can claim for Universal Credit: [gov.uk/universal-credit/eligibility](https://www.gov.uk/universal-credit/eligibility)

Documents for applications

Find out what documents you need for an application at [gov.uk/apply-universal-credit](https://www.gov.uk/apply-universal-credit) (lower part of the page)

Citizens Advice information

Get information about Universal Credit from Citizens Advice: [citizensadvice.org.uk/benefits/universal-credit/](https://www.citizensadvice.org.uk/benefits/universal-credit/)

Other sources of help and support:

Weybridge Charity

For financial assistance for Weybridge residents.
Howard Turner CPFA, Treasurer and Clerk to the Weybridge Charity, Weybridge Land Charity, PO Box 730, Woking GU23 7LL

The Mayor of Elmbridge Trust Fund

The fund can help Elmbridge residents, especially young people under the age of 25, who are in need. Complete an application form at [elmbridge.gov.uk/council/mayor-of-elmbridge-trust-fund](https://www.elmbridge.gov.uk/council/mayor-of-elmbridge-trust-fund).

Henry Smith Charity

Assistance for the elderly, sick, disabled, unemployed and one-parent families.
Contact john@johnsandison.plus.com, 07545 331 988.

Turn2Us

National charity helping people in financial hardship:
[turn2us.org.uk](https://www.turn2us.org.uk)

