

Benefits Information

We are often contacted by disabled people wanting information about their entitlement to benefits or requesting assistance to complete an application form or appeal a decision. Unfortunately we are currently unable to offer general benefits advice as we do not have funding in place for a welfare rights worker.

Universal Credit

Please note that Universal Credit was introduced in Sheffield in November 2018. Sheffield City Council has [information on their website](#) including a new [information sheet](#) designed to help people find out and apply for Universal Credit. The controversial benefit, which only affects working age people, replaces six existing benefits – Housing Benefit, Income-related Employment and Support Allowance (ESA), Income-based Jobseeker's Allowance (JSA), Child Tax Credit, Working Tax Credit and Income Support – so anyone making a new claim or reporting a change in their circumstances regarding any of these is advised to read the information sheet first.

The information sheet covers the key facts about Universal Credit, what you can do to get ready for Universal Credit, claiming and managing Universal Credit online and where to get help. At some point in the future, many people currently on the above benefits will be moved across to Universal Credit. The Government haven't yet given a date for this, but the Department for Work and Pensions say they will get in touch with anyone affected before there are any changes to their benefits or tax credits. Remember, you don't need to do anything right now if you're already on one of the benefits Universal Credit replaces and your circumstances are the same.

How we can help

- **Citizens Advice Sheffield**

We can **signpost you to your nearest advice centre** or if you have access to a computer you can easily find your nearest advice centre on the [Citizens Advice Sheffield](#) website. Click on 'Get Help' and then 'Get Started' and enter your postcode.

You can also phone Citizens Advice Sheffield's Adviceline on 03444 113 111 (Monday to Friday, 10am to 4pm). Calls to the Adviceline cost the same as calling 0114 numbers.

Citizens Advice Sheffield also offers a freephone helpline **0800 144844** (free from a landline or mobile) from Monday to Friday from 8am to 6pm offering help to Claim Universal Credit.

The Help to Claim Service can help you up to the point you receive your first Universal Credit payment : this may include setting up personal emails or bank accounts; setting up your universal credit account; helping you to complete your application; checking your evidence to make sure it is the right type and in the right format.

- We can **make you aware of self-help information and publications about benefits** on the following websites:-

[Citizens Advice Sheffield](#) Click on 'Help Yourself' for online free advice and self-help resources

Advice Now Guides including ['How to Win a PIP Appeal' Guide](#) to help you decide if you should challenge the decision. You can search for other Advicenow guides [here](#).

[Disability Rights UK factsheets](#) provide information on benefits (in alphabetical order) including [Personal Independence Payment \(PIP\) Guide](#)

[Disability Law Service](#) Free legal advice and factsheets

[GOV.UK](#) Government information and services – A to Z of benefits

[Inclusion North](#) Easy Read Information

[HFT Guide to benefit changes](#) For family carers and people with learning disabilities

[Money Advice Service](#) Information on Disability and Sickness benefits

[Sheffield City Council Housing Benefit](#) and [Council Tax Support](#)

[Sheffield City Council Housing Service](#)

[Sheffield Carers Centre](#) Support for carers with benefits and other financial matters

A number of leading charities offer helpline numbers, publications and welfare rights guidance. Some local groups and services also offer support. Please get in touch with us if you need any help finding out about these organisations and groups. Here are a few examples:-

[Turn2Us](#) helps people in financial need gain access to welfare benefits, charitable grants and other financial help

[Arthritis Care](#) ; [Contact a Family](#) ; [Limbless Association](#) ; [Rethink](#)

[Deaf Advice Team at Sheffield Citizens Advice](#) ; [Weston Park Cancer Support Centre](#)

The [Sheffield Directory](#) is a useful resource for local information. You can also search for local support groups for [health conditions](#) , some of them may offer welfare rights advice and support. For example:

[Sheffield Royal Society for the Blind](#) [Sheffield ME Group](#) .

You can contact Disability Sheffield Information Service by phone on (0114) 253 6745, by email info@disabilitysheffield.org.uk or visit [Disability Sheffield's website](#)

The latest of our range of [factsheets](#) (available on our website) is called [Money Matters](#) which covers welfare rights and the additional funding , concessions and financial support disabled people may be entitled to from the local authority and elsewhere depending on your circumstances


What do you think of this factsheet?

If you would like to comment on this factsheet or provide additional information from your own experience please let us know and we would be happy to consider adding to or amending the factsheet. We welcome any comments to help us improve our service. Our contact details are:-

Disability Sheffield Information Service

The Circle

33 Rockingham Lane
Sheffield S1 4FW

 **0114 253 6750** Mon-Thurs 10 - 3
(Ansaphone facility available at other times)

E- mail info@disabilitysheffield.org.uk

www.disabilitysheffield.org.uk

Disclaimer

No recommendation is given or implied by providing these details. Whilst every effort is made to ensure accuracy we cannot accept responsibility for any errors or omissions. Please note that the inclusion of groups or individuals on the factsheet does not mean that they have been vetted or are recommended by Disability Sheffield Information Service. Details may change so it is important you check the information provided to make sure they are accurate and suitable for your own requirements

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