

<b>WELFARE REFORM INFORMATION LEAFLET</b>	<b>5<sup>th</sup> December 2017</b>
<b>TO: ENVIRONMENTAL SERVICES COMMITTEE</b>	
<b>FOR INFORMATION</b>	

<b>Linkage to Council Strategy (2015-19)</b>	
<b>Strategic Theme</b>	Resilient Health & Engaged Communities
<b>Outcome</b>	Improved Knowledge for Future Welfare Claimants
<b>Lead Officer</b>	Health and Built Environment
<b>Cost: (If applicable)</b>	£130.00

As the first Borough to experience the introduction and impacts of Welfare Reform Council Officers have produced an information leaflet to support future claimants. This leaflet provides practical guidance to prepare for Welfare Reform and also contains information regarding relevant support services for those affected within our Borough.

This step by step guide will be formally launched in mid-December and will be distributed to service providers throughout the locality thereafter.

Council Officers will continue to liaise with our partners to understand the impact Welfare Reform is having on residents. We are hopeful that the leaflet will empower those affected to seek the required support.

This Department would like to thank; Council's Community Development Officer's, Citizens Advice Causeway and Limavady Community Development Initiative for their support with this area of work.

The leaflet content has been included in Appendix 1 and hard copies are available if required for further distribution.

## Appendix 1

### Check you have everything you need to apply

Before you apply for Universal Credit, you'll need to gather some information together. This will help make sure you only have to do the application once, and help you to get Universal Credit as quickly as possible if you're eligible. Don't start your application until you have all of the following details for you and your partner with you:

- Your postcode
- Details of your bank, building society, credit union or Post Office card account (if you don't have an account, you'll need to open one or use simple payment (for more information on simple payment please visit: [www.gov.uk/simple-payment](http://www.gov.uk/simple-payment)).
- The type of accommodation you have, eg private rent, Housing Executive tenancy, or housing association tenancy - make sure you check this before you apply.
- How much rent you pay - this can be found on your rent agreement, ask your landlord for a copy if you don't have one.
- Your landlord's address - this can be found on your rent agreement, ask your landlord for a copy if you don't have one.
- Your landlord's phone number.
- Details of any savings you have and any other 'capital' investments, eg shares or property that you don't live in.
- Details of any income that's not from work, eg from a pension or insurance plan.
- Details of how much you earn from work, eg recent payslips How much you pay for childcare (if you want to claim for childcare costs).
- Details of any other benefits you're getting, ie what benefit and how much you get.

You'll need evidence for all these details for when you go to your interview, so you'll need to gather all the documents together, e.g. landlord agreement (or a letter from them with your rent amount on it), payslips, bank statements etc.

## Helping You Through Welfare Reform



A step by step guide produced by Causeway Coast and Glens Borough Council

Universal Credit is having a phased introduction in Causeway Coast and Glens from September 2017. New claims and changes of circumstances will be first and existing benefits claims will be transferred from March 2019 onwards.

You can be prepared by:

- Opening a bank account
- Setting up an email address
- Enrolling on a basic IT course

Support with claims will be available at Jobs and Benefits Offices, the Universal Credit Telephone Helpline: (0800 802 0020 - 9:00am to 5:00pm) and local advice agencies, including Citizens Advice Causeway and LCDI Advice Centre.

If you are struggling to pay your bills, afford food or are worried that changes to your benefit entitlement may cause debt issues, please contact the relevant agencies below where they will be happy to provide additional advice and support.

For more information on Universal Credit and how it may affect you please visit: [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

**Advice Services:**

**Limavady Area**  
Limavady Community Development Initiative (LCDI)  
24 Beevoragh Drive, Limavady, BT49 0AG  
Tel: 028 7776 5438 | Email: [advice@lcdi.co.uk](mailto:advice@lcdi.co.uk)  
(Services delivered in Bangor in partnership with Glenties Community Development. Tel: 028 7774 2496)

**Coleraine, Ballymoney & Moyle Area**  
Citizens Advice Causeway  
1 Brook St, Coleraine, BT52 1PW  
(Outreach sessions in Ballymoney & Moyle)  
Tel: 028 7034 4817 | Email: [causewaycab@citizensadvice.co.uk](mailto:causewaycab@citizensadvice.co.uk)

### Jobs and Benefits Offices:

Tel: 0800 022 4250

#### Ballymoney & Moyle

37 - 41, John St, Ballymoney, BT53 6DT

#### Coleraine

Artillery Road, Coleraine, BT52 2AA

#### Limavady

9 Cornish St, Limavady, BT49 0DU

### Debt Services:

#### Step Change Debt Charity

Covers all of Northern Ireland  
LCDI, 24 Beevoragh Drive, Limavady, BT49 0AG  
Tel: 0800 138 1111 [www.stepchange.org](http://www.stepchange.org)

#### Citizens Advice Causeway

Coleraine, Ballymoney & Moyle Area  
1 Brook St, Coleraine, BT52 1PW  
Tel: 028 7034 0034  
Email: [causaway@citizensadvice.co.uk](mailto:causaway@citizensadvice.co.uk)

## Food Banks

Vineyard Compassion, Tel: 028 7022 0005



10 Hillmans Way, Ballycastle Road, Coleraine, BT52 2ED

Coleraine: Tuesday, 7.00pm - 8.00pm | Wednesday, 11.30am-12.30pm | Friday, 12.00pm - 1.00pm

Partstewart: Thursday, 11.00am - 12.00pm Ballycastle: Wednesday, 2.00pm - 3.00pm

Criteria: Referred from a referral partner e.g. front line care professionals

Provision: 3 day emergency food hamper • Clothes bank • Budgeting course • Employment support

**Ballymoney Food Bank, Tel: 07565 840571**

40 Ballymena Road, Ballymoney, BT53 7EY

Tuesday, 10.00am - 12.00pm | Friday, 3.00pm - 5.00pm

Criteria: Referred from a referral partner, e.g. St Vincent de Paul, Mervyn Storey's Office,

Christian Against Poverty, Surestart, Citizens Advice Causeway, Age Concern, local schools etc.

Provision: • 3 day emergency food hamper • Can also provide toiletries

**Roe Valley Community Food Bank, Tel: 028 7772 2613**

The Salvation Army Centre, 72 - 76 Main Street, Limavady, BT49 0ET

Monday, 11.00am - 12.00pm | Wednesday, 12.30pm - 1.30pm | Friday, 2.00pm - 3.00pm

Criteria: Referred from a referral partner e.g. LCDI Advice Centre, Dry Arch Centre, GP,

St Vincent de Paul, Salvation Army etc. Or contact The Salvation Army Shop during opening hours.

Provision: • 3 day emergency food hamper • Can also provide toiletries

## Energy Efficiency Grants

Affordable Warmth



7 Connell Street, Limavady, BT49 0HA

Covers all of Borough

Tel: 028 7776 0314

Criteria: Owner occupier/private renter, annual household income less than £20,000

This is a targeted scheme

Measures: Cavity wall, loft and solid wall insulation, heating (additional criteria apply) and windows.

## Energy Efficiency Advice Service

7 Connell Street, Limavady, BT49 0HA

Covers all of Borough

Tel: Ballymoney & Moyle: 028 2766 0257  
Coleraine & Limavady: 028 7776 0302

Please contact your local office for further information and to check if you meet the qualifying criteria.

Measures: Cavity wall and loft insulation, heating, keep warm packs, bespoke energy efficiency advice, information on local oil buying clubs and the fuel/oil stamp scheme.

## Home Safety



Home Accident Prevention

7 Connell Street, Limavady, BT49 0HA  
Covers all of Borough

Tel: 028 2766 0257

(Ballymoney, Coleraine & Moyle)

Limavady: 028 7776 0302

Criteria: Under 5s and Over 65s

Measures: Bespoke home safety advice, equipment where necessary.

## Luncheon Clubs



For more information on luncheon clubs in your area please call:

**Bronagh McFadden:**

Community Navigator for Older People  
Covering Coleraine, Ballymoney and Moyle Areas

Tel: 028 2766 5068

**Jenna O'Hara**

Causeway Older Active Strategic Team  
Covering Limavady

Tel: 028 2766 5068

Email: coast.manager@yahoo.co.uk

## Batch Cooking Toolkit



A fun initiative developed to enable the formation of batch cooking clubs. A Batch Cooking Club involves a group of people coming together to batch cook a meal. When the meal is cooked, it is divided up between the participants to bring home and enjoy.

For more information please contact Leah Glass on 028 2766 0257.

## Sew Energy Efficient



This initiative has been designed to promote energy efficiency and reduce social isolation by offering local community groups access to a maximum of 10 sewing machines and accompanying resources to enable them to make draught excluders.

For more information please contact Leah Glass on 028 2766 0257.