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Themes: Advocacy

Aimed at: All People

Our Help to Claim advisers can help you with the early stages of your Universal Credit claim. You can talk to them on the phone, online over chat or face-to-face.

Our advisers can help you:

work out if you can get Universal Credit

fill in the Universal Credit application

prepare for your first Jobcentre appointment

check your first payment is correct

You can read our online advice on Universal Credit at any time.

If you're worried about getting less Universal Credit

From 6 October 2021, the amount of Universal Credit you'll get will go down.

Check what you can do when your Universal Credit goes down.

Call our national phone line

You can contact an adviser through our free Help to Claim phone service.

Advisers are available 8am to 6pm, Monday to Friday:

England: 0800 144 8 444

Scotland: 0800 023 2581

Wales: 08000 241 220

Call the Wales number if you'd like to speak to a Welsh language adviser.

Ask for a translator if you need to get advice in a different language.

Relay UK - if you can't hear or speak on the phone, you can type what you want to say:

Relay UK (England): 18001 then 0800 144 8 444

Relay UK (Wales): 18001 then 08000 241 220

You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the Relay UK website.

Contact us using British Sign Language (BSL)

You can get advice from us by using a BSL interpreter on the SignVideo website. You'll be connected to one of our advisers and a BSL interpreter - there's no charge.

Advisers are available Monday to Friday, 8am to 4pm.

Talk to us online

You can also chat with an adviser online about your Universal Credit application. Chat is usually available 8am to 6pm, Monday to Friday. It's not available on public holidays.

If no advisers are available we'll remove the chat button from this page.

Talk to an adviser

Talk to an adviser at your nearest Citizens Advice

Coronavirus - changes to our service

Some local Citizens Advice still can't give face to face advice.

If you can't contact your local Citizens Advice, you can get help by calling our national phone line or by talking to an adviser online.

Enter your postcode or town to get contact details and opening hours for your nearest Citizens Advice.

Search

e.g. EC1A 4HD

If you're unhappy with the service you've received

You can use our complaints procedure if you want to complain about our Help to Claim service.

Area: Bassetlaw

Contact Details

CITIZENS ADVICE

3rd Floor North

EC1A 4HD

0800 144 8 444

<https://www.citizensadvice.org.uk/helpclaim/>

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