These local organisations can also help you get online:

**Colliers Wood Library**  Open: Mon, Tue, Thu, Fri (9.30am to 7.00pm). Sat (9.30am to 5.00pm)
Support available: Self-service only
At MertonVision at the Guardian Centre, 65 Clarendon Road, Colliers Wood, SW19 2DX
Phone: 0333 370 4700

**Mitcham Library**  Open: Mon to Fri (9.30am to 7.00pm). Sat (9.30am to 5.00pm)
Support available: Self-service only
157 London Road, Mitcham, CR4 2YR
Phone: 0333 370 4700

**Morden Library**  Open: Mon to Fri (9.30am to 7.00pm). Sat (9.30am to 5.00pm)
Support available: Self-service only
Merton Civic Centre, London Road, Morden, SM4 5DX
Phone: 0333 370 4700

**Pollards Hill Library**  Open: Mon, Tue, Thu, Fri (9.30am to 7.00pm). Sat (9.30am to 5.00pm)
Support available: Self-service only
South Lodge Avenue, Mitcham, CR4 1LT
Phone: 0333 370 4700

**Raynes Park Library**  Open: Mon, Tue, Thu, Fri (9.30am to 7.00pm). Sat (9.30am to 5.00pm)
Support available: Self-service only
Approach Road, Raynes Park, SW20 8BA
Phone: 0333 370 4700

**Wimbledon Library**  Open: Mon to Fri (9.30am to 7.00pm). Sat (9.30am to 5.00pm)
Support available: Self-service only
35 Wimbledon Hill Road, Wimbledon, SW19 7NB
Phone: 0333 370 4700

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What is Universal Credit?

Universal Credit is a new benefit for people living on a low income, or who are out of work.

It will make it easier to start a new job or work more hours, so you will be better off in a job than you will be on benefits.

Universal Credit replaces 6 other benefits with a simpler, single monthly payment.

It includes help with the costs of housing, children, childcare and other living expenses. It will also give financial support to disabled people and carers, and people who are too sick to work.

You will be expected to make your Universal Credit claim online.

What does it mean for me?

Universal Credit is being introduced in stages. Whether you can claim it will depend on where you live and your personal circumstances. You can check if you can get Universal Credit by going to www.gov.uk/universalcredit, or talk to someone at your jobcentre.

If you aren’t eligible for Universal Credit now, you may still be able to claim other benefits such as Jobseeker’s Allowance.

If you are already claiming benefits you will not be able to claim Universal Credit yet. You will carry on claiming your benefits as usual.

How do I make a claim?

You will be expected to make your Universal Credit claim online at www.gov.uk/universalcredit

If you don’t have a computer at home, you can use the computers at your local Jobcentre.

If you need more help, you can get face-to-face and telephone advice to help you make a claim.

You will be invited to an interview with your work coach to sign a Claimant Commitment. This sets out the responsibilities you have accepted in return for getting Universal Credit.

Where can I get support?

Your work coach at the Jobcentre will make sure you have the right help to get online, manage your money and find work.

You can get advice online about getting ready for Universal Credit. Visit www.gov.uk/universalcredit to find out more.

You can get help with budgeting from the Money Advice Service – visit www.moneyadviceservice.org.uk to find out how.

Your local council will be able to help you with internet access and face-to-face support. Call 0208 545 4178 or visit www.merton.gov.uk/benefitsadvice