

Low income/Benefits - <https://www.understandinguniversalcredit.gov.uk/coronavirus/>

If you are **already on** Universal Credit (UC)

Please contact UC (www.gov.uk/sign-in-universal-credit) about changes to your Income and/or household. UC then tells this authority to update the Council Tax reduction.

If you are not currently receiving Universal Credit:

- **EMPLOYED**- Statutory Sick Pay (SSP). You should contact your employers to see if your eligible for SSP. You can still claim UC to “top up “ your income. See below how to claim
- **SELF EMPLOYED**, unable to work. They can claim new style Employment Support Allowance <https://www.gov.uk/how-to-claim-new-style-esa> or Universal Credit.
- If you’re not entitled to Statutory Sick Pay (maybe because your earnings are normally below £118 or you haven’t worked for long enough) you will need to claim New style ESA <https://www.gov.uk/how-to-claim-new-style-esa>
- **If you have lost your Job:** Working age people need to Claim UC. <https://www.gov.uk/universal-credit>. However there are some exemptions to this i.e; people in temporary /supported accommodation or if you are eligible for a severe disability premium or you are a pensioner. For full details visit <https://en.powys.gov.uk/article/4807/Housing-Benefits>

If you or your partner are liable for Council Tax, please complete an application form for Council Tax Reduction via the website.

<https://en.powys.gov.uk/article/4813/Council-Tax-reductions>

Check if entitled to any CTRS :

<https://www.entitledto.co.uk/>

<https://turn2us.co.uk>

This also checks other entitlements

DHP

Discretionary Housing Payment (DHP) – available via us to top up their rent IF they already get housing benefit or the housing cost element of UC. Claim can be made online

<https://en.powys.gov.uk/discretionaryhousingpayments>

Heating / Insulation / Energy efficiency improvements grants

<https://nest.gov.wales/en/how-to-apply/>

Other Useful info

Turn2Us www.turn2us.org.uk

Charity providing a free online grant finder and benefits calculator to check what to claim if ill, self-isolating or unable to work. Local advice finder tool.

<http://advicefinder.turn2us.org.uk>

or

<https://www.entitledto.co.uk/>

Money Advice Service www.moneyadviceservice.org.uk

Government resource with an updated section on 'Coronavirus and your money'

Webchat

Whats App +447701 342744

Telephone 0800 138 7777

HM Revenue and Customs (HMRC) www.gov.uk

Coronavirus Helpline 0800 015 559

Statutory Sick Pay Dispute Team for problems claiming SSP
from employers 03000 560 630

Citizens Advice www.citizensadvice.org.uk

National charity for free information and advice on benefits,
money and consumer issues

Powys branch 0345 601 8421

National Adviceline 03444 111 444

Online webchat also available

Shelter Cymru <https://sheltercymru.org.uk/get-advice/>

National charity for help with housing advice

Webchat

08000 495 495

Money Saviour CIC www.moneysaviour.org.uk

Social enterprise for free advice on money, debt and benefit issues

Webchat

07969 164283

info@moneysaviour.org.uk

Age Cymru www.ageuk.org.uk/cymru/

National charity for older people in Wales. Useful information on coronavirus and information and advice for over 70s self-isolating

08000 223 444

MIND www.mind.org.uk

National charity for information and support for mental health
Information and tips for wellbeing and people self isolating

0300 123 3393

Welsh Womens Aid www.womensaid.org.uk

National charity for victims of domestic violence

0808 8010800

Webchat

**Official government website with up to date information
and services www.gov.uk**

Universal Credit Helpline 0800 328 5644

For advice on existing and new claims

Business Wales www.businesswales.gov.uk

Support for businesses in Wales

03000 603000