

7. I'm worried about paying my rent, who can I speak to?

- If you are unable to pay your rent, you may be able to claim a Discretionary Housing Payment for short-term support while you are finding cheaper accommodation. Go to [leicester.gov.uk/dhps](https://www.leicester.gov.uk/dhps) to apply and find out more.
- If you are a Leicester City Council tenant, contact your local housing office, or ask to speak to the Income Management Team on **0116 454 1007**.
- If you are a private tenant contact the Housing Options Service on **0116 454 1008** option 2

Citizens Advice LeicesterShire (CAL) are providing specialist budgeting and debt advice services for people affected by the Benefit Cap. You may also be able to claim other benefits you are entitled to.

You can contact CAL on **0300 330 1025** or in the following ways:

Webchat service available at: [adviceguide.org.uk](https://www.adviceguide.org.uk)

Email advice available through the website: [leicscab.org.uk/contact-form](https://www.leicscab.org.uk/contact-form)

In person: 3rd Floor, 60 Charles Street, Leicester, LE1 1FB

Monday-Friday 9am to 4.30pm

You can also contact CAL on **0300 330 1025** to book an appointment at Charles Street or one of the following community venues:

The Brite Centre

Appointments: Mondays 9.30am to 12.30pm
Braunstone Avenue, Leicester, LE3 1LE

New Parks Library

Appointments: Wednesdays 10am to 5pm
321 Aikman Avenue, Leicester, LE3 9PW

Tudor Centre

Appointments: Tuesdays 9am to 1pm
Bewcastle Grove, Mowmacre Hill, Leicester, LE4 2JU

Southfields Library

Appointments: Wednesdays 2pm to 5pm
Saffron Lane, Pork Pie Island, Leicester, LE2 6QS

Wesley Hall Community Centre

Appointments: Alternate Tuesdays 9.30am to 12.30pm
76 Harrington Road, Leicester, LE2 0GN

St Matthews Tenants and Residents Association

Appointments: Alternate Tuesdays 9.30am to 12.30pm
88 Manitoba Road, Leicester, LE1 2ST

Beaumont Leys Library

Appointments: Tuesdays 2pm to 5pm
Beaumont Way, Leicester, LE4 1DS

Compassion Centre

Appointments: Thursdays 9.30am to 12.30pm
Trinity Life Church, Upper Tichborne Street, Leicester, LE2 1GL

St Barnabas Library

Appointments: Tuesdays 2pm to 5pm
French Road, Leicester, LE5 4AH



**BENEFIT
CHANGES**

The Benefit Cap



1. What is the benefit cap?

Applied since 2013, the Benefit Cap is a maximum amount of benefit that a working age household can receive.

- **Working age** means people aged 16 to state pension age. To check your state pension age visit: <https://www.gov.uk/state-pension-age>.
- Household means you, your partner and any children you are responsible for who live with you.

From 7 November 2016, the benefit cap level will be reduced for those currently capped. For those new claimants affected by the cap, we expect this to happen in Leicester on or around 2 January 2017.

2. At what level is the benefit cap going to be set?

- **Families and lone parents** – you will be paid a maximum of £384.62 per week (£20,000 a year) in benefits, reduced from £500 per week (£26,000 a year).
- **If you are single and don't have children** – you will be paid a maximum of £257.69 a week (£13,400 a year) in benefits, reduced from £350 per week (£18,200 a year).

3. What benefits are included in the cap calculation?

- Bereavement Allowance
- Child Benefit
- Child Tax Credit

- Carer's Allowance (to 6 November 2016)
- Guardian's Allowance (to 6 November 2016)
- Employment and Support Allowance (unless you get the support component)
- Housing Benefit
- Incapacity Benefit
- Income Support
- Jobseeker's Allowance
- Maternity Allowance
- Severe Disablement Allowance
- Widowed Parent's Allowance (or Widowed Mother's Allowance or Widows Pension if you started getting it before 9 April 2001)
- Universal Credit (unless you've had a work capability assessment and aren't fit for work)

4. Is anyone exempt from the cap?

The cap will NOT apply if you get the following:

- Working Tax Credit
- Carer's Allowance (from 7 November 2016)
- Guardian's Allowance (from 7 November 2016)
- Armed Forces Compensation Scheme
- Armed Forces Independence Payment
- Attendance Allowance
- Disability Living Allowance
- Employment and Support Allowance (if you get the support component)
- Industrial Injuries Benefits (and equivalent payments as part of a War Disablement Pension or the Armed Forces Compensation Scheme)
- Personal Independence Payment
- Universal Credit (payment for 'limited capability for work and work-related activity')
- War Pensions

- War Widow's or War Widower's Pension
- Universal Credit, and your household income is more than £430 a month after tax and National Insurance
- Universal Credit payment for 'limited capability for work and work-related activity'
- Payments towards carer's costs and guardian's allowance in Universal Credit won't be affected by the benefit cap from 7 November 2016.

5. How will my benefits be reduced?

If your income from benefits is more than the benefit cap level set out in question 2, your Housing Benefit or Universal Credit will go down.

6. I'm worried about the changes, who can I speak to?

Department for Work and Pensions (DWP)

For Universal Credit

Telephone: **0345 600 0723**

Textphone: **0345 600 0743**

Monday to Friday, 8am to 6pm

You can also contact DWP through the journal in your Universal Credit online account.

For any other benefits

Telephone: **0345 605 7064**

Textphone: **0345 608 8551**

Monday to Friday, 8am to 6pm

You can check to see if you are affected by the benefit cap by using the DWP's benefit calculator:

<https://www.gov.uk/benefit-cap-calculator>

You can't check if you're affected by the benefit cap if you're claiming Universal Credit.