**Helpline opening times over Christmas and New Year.**

***Disability Living Allowance*** ***0800 121 4600 , Attendance Allowance 0800 731 0122, or Personal Independence Payment 0800 121 4433***

Friday 24 December 2021              Open as usual

Monday 27 December 2021          Closed

Tuesday 28 December 2021         Closed

Wednesday 29 December 2021  Open for missing or urgent payments only

Thursday 30 December 2021       Open as usual

Friday 31 December 2021              Open as usual

Monday 3 January 2022                  Closed

You can contact Universal Credit: through your [online account](https://www.gov.uk/sign-in-universal-credit)/ by calling the Universal Credit helpline **Universal Credit helpline Telephone: 0800 328 5644**

**Payments over Christmas and New Year: Some payments will be made earlier if they’re due between 27 December 2021 and 4 January 2022.**

When your payment is due  When Universal Credit will be paid             When other benefits will be paid (not Universal Credit)

Monday 27 December          Friday 24 December                                       Friday 24 December

Tuesday 28 December          Friday 24 December                                       Friday 24 December

Wednesday 29 December    Wednesday 29 December                            Friday 24 December

Monday 3 January                 Friday 31 December                                       Friday 31 December

Tuesday 4 January                 Tuesday 4 January                                           Tuesday 4 January

**Durham County Council Emergency Housing: 01388 722 538** if you are homeless or facing homelessness.

<https://durham.gov.uk/welfareassistance> : Funding from the Department for Work and Pension (DWP) provides support to vulnerable households over the Winter period.

* on 30 November 2021, and in January 2022 and mid-February 2022, **£60 of food vouchers (£20 a child a week) will be provided to households with free school meal eligible children (aged nought to 19) by schools, further education colleges, early years providers and health visitors**
* we will work with early years providers to support vulnerable households with help to purchase essential household items
* we will provide **one off food vouchers to kinship carers and care leavers, worth £80 each**
* County Durham Foodbank and East Durham Trust will support households on pre-payment meters experiencing fuel poverty: [**https://durham.foodbank.org.uk/locations/**](https://durham.foodbank.org.uk/locations/)
* we will offer grants to households identified by their GP as experiencing fuel poverty through by providing food and fuel vouchers, boiler servicing and repairs etc
* PACT House, Junction7 and Woodhouse Close Community Centre will support vulnerable households without children experiencing fuel poverty
* schools have a discretionary grant scheme to provide winter clothing, shoes and uniforms for children who are identified as most in need
* **DCC will provide food and fuel vouchers for households who do not meet the Welfare Assistance schemes eligibility criteria but demonstrate a need for support**

**DEBT:**

National Debt Advice number 0800 240 4420 which is open 9-5 Mon-Fri

National Debt line 0808 808 4000

Step change 0800 138 1111

Community Money Advice County Durham (DCP) 0191 303 7514