

# Income Support

**jobcentreplus**

Department for  
Work and Pensions

## Other help you may be entitled to

This information sheet is about other help you may get when you are getting Income Support. It also tells you about other help you may be able to get if you stop getting Income Support. If you start work, please read the section **Help for working people**.

This information sheet gives general guidance on the rights and responsibilities of claimants. It should not be treated as being a current and comprehensive statement of the law.

Use this information sheet to find out about

- help with paying for where you live
- help from the Social Fund
- health benefits
- help for working people
- helping people back to work
- paying for fuel, water and service charges
- help for prison visits
- Tax Credits
- other help for people with children
- other help for people who are sick or disabled, or for carers
- where to get more information
- our service standards.

## Help with paying for where you live

If you pay rent or Council Tax you may get help from your local council while you are getting Income Support. This help is called Housing Benefit and Council Tax reduction. Get in touch with your local council to find out more about this.

If you are not getting Income Support, you may still get Housing Benefit and a reduction in your Council Tax. Get in touch with your local council to find out more about this.

## Help from the Social Fund

If you are living on a low income and receive a qualifying benefit or entitlement, you may be able to get help from the Social Fund with important costs that are hard to meet out of your regular income.

### **Budgeting Loans**

These can be paid to help cover the cost of one-off expenses including household items, clothing and footwear and certain travelling expenses. Budgeting Loans have to be paid back but they are interest free.

### **Cold Weather Payment**

This can help with extra heating costs during periods of very cold weather. It does not have to be paid back.

### **Sure Start Maternity Grant**

This can help with costs such as buying things a new baby needs immediately. It does not have to be paid back.

### **Funeral Payments**

This is a one-off payment that can help with funeral costs. Payment depends on your circumstances, not the circumstances of the person who has died. Funeral Payments have to be paid back from the estate of the person who has died, if they left one.

To find out more, ask for a leaflet about the Social Fund from Jobcentre Plus. Or visit **[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**

## Health benefits

If you get Income Support, you, your partner, and any children you are claiming for, will be entitled to

- free NHS prescriptions
- free NHS dental treatment
- free NHS wigs and fabric supports
- vouchers towards the cost of glasses and contact lenses
- repayment of necessary travel cost to receive NHS treatment under the care of a consultant.

You will also be entitled to free NHS sight tests. For the majority of people this will be once every 2 years although in some circumstances this could be more frequent. You do not have to get benefits in Scotland to get a free NHS sight test. For more information, please refer to leaflets **HC11**, **HCS1** for Scotland or **HC11W** for Wales.

If you are not getting Income Support, for example if you are getting another social security benefit or Tax Credits, you may still be able to get help with health benefits.

If you want to know more about health benefits contact Jobcentre Plus.

You can also get more information about this from the Department of Health website at **[www.dh.gov.uk](http://www.dh.gov.uk)** or by contacting the Department of Health customer contact centre on **020 7210 4850**.

We use *partner* to mean

- a person you live with who is your husband, wife or civil partner, or
- a person you live with as if you are a married couple.

## Help for working people

If you stop getting Income Support you may still be entitled to some help. If you do not have much money coming in you might be able to get

- Working Tax Credit
- Child Tax Credit
- help with health benefits
- help for children at school. But not school meals.

If you want to know more about any of these things, get in touch with your nearest Jobcentre Plus.

If you pay rent or Council Tax, you may be eligible for Housing Benefit or a reduction in your Council Tax. Contact your local council for more information.

# Helping people back to work

Schemes to help people back to work

- Housing Benefit Extended Payments.
- Mortgage Interest Run On.

## **Housing Benefit Extended Payments**

This provides help with rent for 4 weeks after your Income Support has stopped. If you satisfy the conditions for this payment, you will not have to apply for it as your local authority will consider making an award on information they have.

## **Mortgage Interest Run On**

If you or your partner start full time work, we might be able to keep on paying your housing costs for 4 weeks after your Income Support, income-based Jobseeker's Allowance or income related Employment and Support Allowance has stopped. This is called Mortgage Interest Run On (MIRO).

To qualify for MIRO you must have been getting help with your housing costs before starting work **and**

- are starting full time work that you expect to last for 5 weeks or more, and
- be starting work for, or increasing your hours to, 16 hours or more a week, or
- be claiming for a partner who is starting work for, or increasing their hours to, 24 hours or more a week, or

- have been getting Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance for 26 weeks or more before starting work, or
- be a member of a couple who have been getting Income Support, income-based Jobseeker's Allowance or income-related Employment and Support Allowance for 26 weeks or more before starting work.

## Paying for fuel, water and service charges

The Income Support you get includes money for

- personal expenses, and
- things like fuel bills, water bills and service charges you are responsible for.

### **If you have a bill you cannot pay**

Get in touch with the supplier or person you owe the money to. If you cannot make your own arrangement with them, get in touch with the office that pays your benefit straight away. We may be able to help by taking money off your Income Support each week and paying it to the supplier or person you owe the money to. We call this a *third party deduction*.

## **Keeping your costs down**

Your electricity, gas and water suppliers can give you advice on how to keep your costs down.

Your electricity, gas or water statement tells you how to get advice.

## **Help with heating costs**

You may also get help with insulation costs and making your home more energy efficient.

There are different schemes depending on where you live.

For information on these schemes or more information on keeping your costs down you can phone the Energy Saving Advice Service (ESAS).

### **England**

- Phone: **0300 123 1234**
- Website: **[www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)**

### **Scotland**

- Phone: **0800 512 012**
- Website: **[www.energysavingtrust.org.uk/scotland](http://www.energysavingtrust.org.uk/scotland)**

### **Wales**

- Phone: **0808 808 2244**
- Website: **[www.nestwales.org.uk](http://www.nestwales.org.uk)**

## Help for prison visits

You may be able to get help with the costs of travelling to visit a close relative in prison. Get form **F2022** from your nearest Jobcentre Plus before you go. For more information about the scheme, write to:

**APVU**  
**PO Box 2152**  
**Birmingham**  
**B15 1SD**

If you have already paid for the visit, you may be able to get the money back if you claim within 4 weeks of the visit. You will not get a refund if you claim after this.

To find out more about claiming, write to the **Assisted Prison Visit Unit** writing 'Claim form request' on the envelope. If your request is urgent, you may be able to contact them on **0300 063 2100** or text phone on **0845 304 0800**.

Before they can help you, you will need to tell them

- the name of the person you are visiting
- the prison they are in
- your National Insurance number
- your date of birth.

# Tax Credits

## **Child Tax Credit**

The Child Tax Credit is a payment to support families with children. It can be claimed by those responsible for one or more child or young person.

Child Tax Credit will provide support for:

- a child until 1st September following his or her 16th birthday or
- a young person aged 16,17 or 18 who:
  - is in full-time, non-advanced education, or
  - has left full-time education but does not have a job or a training place and has registered with the Careers Service or Local Authority Youth Services, and
  - is not claiming Income Support or Tax Credits in his or her own right or serving a custodial sentence of four months or more imposed by a court.

**Since 6 April 2004**, new claims to Income Support, have not included allowances or premiums for children. Claims now need to be made for Child Tax Credit through HM Revenue & Customs.

## **Working Tax Credit**

This is a payment to top up the earnings of working people with a low income. You usually

need to be working a minimum number of hours a week to claim Working Tax Credit.

If you are aged 16 or over, you can claim Working Tax Credit if you work at least 16 hours a week, and

- you qualify for a disability element, or
- you and your partner are aged 60 or over, or
- you are single and are responsible for a child or qualifying young person.

If you are part of a couple and are responsible for a child or qualifying young person, you can claim Working Tax Credit if

- you and your partner work at least 24 hours a week between you, with one of you working at least 16 hours a week, or
- you and your partner works at least 16 hours a week when the other partner is incapacitated, in hospital or in prison, or
- you or your partner works at least 16 hours a week and is disabled or aged 60 or over.

If you do not have children, are not entitled to the disability element or are not over 60, you can claim Working Tax Credit if

- you are aged 25 or over, and
- you work at least 30 hours a week.

To find out more about Working Tax Credit and Child Tax Credit visit

**[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)**

To claim Tax Credits, you have to fill in a claim form. You can only get a Tax Credits claim pack from the Tax Credit Helpline. You can't claim online.

Phone the Tax Credit Helpline on **0345 300 3900**.

The textphone number for people with hearing or speech difficulties is **0345 300 3909**.

If you need help or a form in Welsh, please phone **0300 200 1900**.

Lines are open

8.00 am to 8.00 pm, Monday to Friday

8.00 am to 4.00 pm Saturday

Closed Sundays, Christmas Day, Boxing Day and New Year's Day.

## Other help for people with children

### **Pregnant women and children up to 4 years old**

Pregnant women and children up to 4 years old can get

- free vitamins. Ask about these at your local health clinic
- Healthy Start vouchers.

To claim Healthy Start vouchers you should fill in the form in the leaflet **HS01** *Free milk, fruit,*

*veg and vitamins for you and your family.* You can get it from your doctor's surgery or Health Clinic, or by phoning the helpline at the Healthy Start Issuing Unit on **0845 607 6823**.

If you are getting Child Tax Credit you will need to contact HM Revenue & Customs for further information on how to get your Healthy Start Vouchers.

The Child Tax Credit is a payment to support families with children. It can be claimed by those responsible for one or more child or young person.

## **Children at school**

Ask the education office of your local council about

- free school meals
- free milk
- fares to school
- help with school clothing
- extra money for keeping children on at school after they are 16.

Your children can get free school meals if you are getting Income Support.

## **Help with childcare charges**

In some cases, people who get Working Tax Credit and Housing Benefit can get help with childcare charges.

## **Child Maintenance Options**

If you're bringing up a child their other parent is still responsible for helping with their upkeep, even if they don't live with you. Most of the 2.5 million separated families in Great Britain have an arrangement in place where both parents contribute financially.

If you can't agree child maintenance together with your child's other parent the statutory child maintenance service may be able to help.

You can find out more about child maintenance by calling Child Maintenance Options. This is a free service that gives information and support to help parents make decisions about their child maintenance arrangements.

Child Maintenance Options won't have your personal information, so they can't answer questions about your benefit. But they can help you understand your options and help you set up a maintenance arrangement.

Phone Child Maintenance Options on  
**0800 988 0988**

Lines are open Monday to Friday 8am to 8pm,  
Saturday 9am to 4pm.

For more information, visit their website at  
**[www.cmoptions.org](http://www.cmoptions.org)**

## Other help for people who are sick or disabled, or for carers

### **People who are incapable of work**

Since 27 October 2008, most new claims to Income Support on grounds of incapacity are treated as claims to Employment and Support Allowance. However Income Support on the grounds of incapacity is still available to

- certain sick or disabled people who claim Income Support after 27 October 2008 but have a linking claim to Income Support on the grounds of incapacity prior to their current claim
- existing claimants who are sick or disabled and in receipt of Income Support prior to 27 October 2008 and who continue to receive Income Support after that date
- people who are receiving Statutory Sick Pay (SSP).

If you are incapable of work because of illness or disability you will usually need medical evidence of this.

### **Severe Disablement Allowance**

No new claims for Severe Disablement Allowance have been allowed since 6 April 2001. If you already get Severe Disablement Allowance, you will continue to do so as long as you meet the qualifying conditions.

## **Attendance Allowance**

This is a social security benefit for people aged 65 or over who need a lot of help with personal care because of a physical or mental illness or a disability. It is extra money that is paid on top of Income Support. Getting Attendance Allowance may mean you get extra Income Support. We call this a higher pensioner premium. But, in some cases the rules are different. For example, if you live in a care home. Contact Jobcentre Plus if this may affect you.

## **Disability Living Allowance**

No new claims for Disability Living Allowance have been allowed since June 2013. If you already get Disability Living Allowance, you will continue to get this. In the future however, all existing Disability Living Allowance claims will be moved over to Personal Independence Payments.

## **Personal Independence Payment**

This is a social security benefit for working age people age 16 to under 65 who need a lot of help with daily living because of a physical or mental illness or a disability. It can also be paid to people who need help getting around because of their illness or disability.

Getting Personal Independence Payment may mean you get extra Income Support. We call this a disability premium. But, in some cases the rules are different. For example, if you live in a care home. Contact Jobcentre Plus if this may affect you.

The Personal Independence Payment was introduced in April 2013, but may not be available in your area straightaway. For further information go to **[www.gov.uk/pip](http://www.gov.uk/pip)**

### **Help from your council or the Social Services or Social Work Department**

Some people may be entitled to help with things like

- bus and train fares
- home helps
- day centres and social clubs
- meals on wheels
- special housing
- special equipment and adapting your home
- help with care home fees for people entering care
- laundry
- fitting a telephone or television (in special circumstances)
- holidays (in special circumstances).

## **Carer's Allowance**

Carer's Allowance is a benefit to help people who look after someone who is disabled. You don't have to be related to, or live with, the person you care for.

You may be able to get Carer's Allowance if you

- are aged 16 or over
- spend at least 35 hours a week caring for a person

They should be getting one of the following benefits

- Attendance Allowance
- Disability Living Allowance, at the middle or highest rate for personal care
- Personal Independence Payment, at the standard or enhanced rate for the daily living component
- Constant Attendance Allowance, at or above the normal maximum rate with an industrial Injuries Disablement Benefit
- Constant Attendance Allowance, at the basic (full day) rate with a War Disablement Pension.

Payment of Carer's Allowance is taken into account in full in the calculation of income-related benefits and Pension Credit.

If you receive Carer's Allowance you will qualify for the carer premium in Income Support and income-based Jobseeker's Allowance.

To find out more, ask for a leaflet about Carer's Allowance from **Jobcentre Plus**. Or visit [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

## Where to get more information

For more information about your Income Support or anything else in this information sheet, get in touch with Jobcentre Plus. You can find the phone number and address on the advert in the business numbers section of the phone book. Look under **Jobcentre Plus**. Or visit [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

## Our service standards

At Jobcentre Plus we aim to provide a high standard of customer service at all times. Details of the standard of service you can expect from us can be found at [www.dwp.gov.uk/about-dwp](http://www.dwp.gov.uk/about-dwp)

You can access our website from many libraries.

For more information please contact **Jobcentre Plus**.

