

Jobseeker's Allowance

jobcentreplus

Department for
Work and Pensions

Other help you may be entitled to

This sheet is about other help you may get when you are getting income-based Jobseeker's Allowance.

It also tells you about other help you may be able to get if you stop getting this benefit. 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 must 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 with extra costs
- health benefits
- help for working people
- paying for fuel, water and service charges
- help for prison visits
- Tax Credits
- other help for people with children or qualifying young persons
- other help for pensioners, people who are sick or disabled, or for carers
- child maintenance
- where to get more information
- our service standards.

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.

We use *child* to mean a person aged under 16 who you are getting Child Benefit for.

We use *qualifying young person* to mean a person aged 16, 17, 18 or 19 who you are getting Child Benefit for.

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-based Jobseeker's Allowance. This help is called Housing Benefit and Council Tax reduction. Get in touch with your local council to find out more about this. You will be given **HCTB1** claim form and notes with your Jobseeker's Allowance claim form to claim Housing Benefit. To apply for a reduction in Council Tax contact your local council direct.

If you are not getting income-based Jobseeker's Allowance, you may still get Housing Benefit or a reduction in Council Tax. Get in touch with your local council to find out more about this.

Help with extra costs

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.

If you want any more information on the Social Fund, get in touch with Jobcentre Plus or your Pension Centre.

Health benefits

If you get income-based Jobseeker's Allowance, 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-based Jobseeker's Allowance, for example if you are getting contribution-based Jobseeker's Allowance, Employment and Support Allowance, Incapacity Benefit or Working Tax Credit you may still be able to get help with health benefits.

If you are not sure if you are getting income-based Jobseeker's Allowance or contribution-based Jobseeker's Allowance, ask Jobcentre Plus.

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

You can also get information about this from the Department of Health website at **www.dh.gov.uk** or by contacting the Department of Health customer contact centre on **020 7210 4850**.

Help for working people

If you stop getting Jobseeker's Allowance you may still be entitled to some help. If you do not have much money coming in you might be able to get

- Housing Benefit extended payments
- Mortgage Interest Run On
- Working Tax Credit
- Child Tax Credit
- help with health benefits
- help for children or qualifying young persons at school. But not school meals.

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

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 Jobseeker's Allowance has stopped. If you satisfy the conditions for this payment you will not have to apply for it. Your local authority will consider making an award on the information they have.

Mortgage Interest Run On

If you or your partner start full-time work that you expect to last for 5 weeks or more, we might be able to keep on paying your housing costs for 4 weeks after your income-based Jobseeker's Allowance, Income Support 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 mortgage interest before starting work **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-based Jobseeker's Allowance, Income Support 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-based Jobseeker's Allowance, Income Support or income-related Employment and Support Allowance for 26 weeks or more before starting work.

If you or your partner start getting Pension Credit, your mortgage interest run on will stop straight away.

For find out more, please contact Jobcentre Plus.

Paying for fuel, water and service charges

The income-based Jobseeker's Allowance 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 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-based Jobseeker's Allowance 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.

What about help with heating costs?

You may also get financial help to make your home more energy efficient. You could be eligible for a boiler replacement, loft and cavity wall insulation.

There are different schemes depending on where you live. For more information depending on where you live, please call Energy Saving Advice Service (England and Wales), Home Energy Scotland or NEST Wales:

England

Phone: **0300 123 1234**

Website: **www.energysavingtrust.org.uk**

Scotland

Phone: **0800 512 012**

Website: **www.energysavingtrust.org.uk/scotland**

Wales

Phone: **0808 808 2244**

Website: **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 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 **0845 300 1423** or if you have speech or hearing difficulties, by using a textphone 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 or qualifying young persons. It can be claimed by those responsible for one or more children or qualifying young persons.

Child Tax Credit will provide support for

- a child or qualifying young person up to and including 31st August following their 16th birthday, **or**
- a qualifying young person aged 16,17, 18 or 19 who:
 - is in full-time, non-advanced education, **or**
 - has left full time education, does not have a job or a training place, and has registered with 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 more than four months imposed by a court
 - a 19 year old if they have been registered or enrolled on the course before their 19th birthday.

Since 6 April 2004, income-based Jobseeker's Allowance has not included money for children or qualifying young persons. 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 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 or your partner work at least 16 hours a week when the other partner is incapacitated, in hospital, in prison, or entitled to Carer's Allowance, **or**
- you or your partner work at least 16 hours a week and are 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.

Working Tax Credit is available to self-employed people and employees.

To find out more about Tax Credits

To find out more about Child Tax Credit and Working Tax Credit visit **www.gov.uk**

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

If you would rather phone, call the HM Revenue & Customs Helpline on **0345 300 3900**.

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

Lines are open from 8am to 8pm seven days a week except Christmas Day, Boxing Day, New Year's Day, 2nd January in Scotland and Easter Sunday.

If you need help or a form in Welsh, please telephone **0300 200 1900**. Lines are open 8.30am to 5pm Monday to Friday

Other help for people with children or qualifying young persons

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 must fill in the form which you can get from your doctor's surgery or Health Clinic, or by phoning **08701 555 455**.

You can get Healthy Start vouchers if you are getting income-based Jobseeker's Allowance. Healthy Start vouchers will be sent to you by post every 4 weeks by the Department of Health.

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.

Help with childcare charges

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

Children or qualifying young persons at school

Ask the education office of your local council about

- free school meals.
Your children or qualifying young persons can get free school meals if you are getting income-based Jobseeker's Allowance
- free milk
- fares to school
- help with school clothing
- extra money for keeping qualifying young persons on at school.

Separated parents – child maintenance

Child maintenance is regular, reliable financial support that helps towards a child's everyday living costs. The parent who does not have the main day-to-day care of their child pays it to the parent or person, such as a grandparent or guardian, who does. But it can be about more than just money. For example, it can provide help with a school uniform.

Recent changes in the law mean that money you receive for child maintenance won't affect any state benefits you are entitled to.

For more information call Child Maintenance Options, a free, impartial service, on **0800 988 0988**. Or visit the website at **www.cmoptions.org**

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

Employment and Support Allowance

Employment and Support Allowance is a social security benefit for people who have an illness or a disability.

You may be able to get Employment and Support Allowance if you have an illness or disability, and you

- are unemployed, **or**
- are self-employed, **or**
- work for an employer but you cannot get Statutory Sick Pay, **or**
- have been getting Statutory Sick Pay but it has now stopped.

Statutory Sick Pay is money employers pay to employees who are away from work for 4 days or more in a row because of their illness or disability.

Personal Independence Payment

Personal Independence Payment is a benefit to help towards some of the extra costs you may have because of a health condition or disability. Personal Independence Payment replaces Disability Living Allowance for people aged 16 or over but under 65 when they claim. You cannot get Personal Independence Payment and Disability Living Allowance at the same time.

It is based on how your health condition or disability affects you, not on the condition you have. You can receive Personal Independence Payment whether you are in or out of work. The benefit is not means tested or taxed.

The Personal Independence Payment is being introduced from 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)

Disability Living Allowance

This is a social security benefit for people under 65 who need a lot of help with personal care because of a physical or mental illness or a disability. It can also be paid to people who need help with getting around because of their illness or disability. Getting Disability Living Allowance may mean you get extra income-based Jobseeker's Allowance. We call this a *disability premium*. But, in some cases the rules are different. For example, if you live in a care or nursing home. Contact Jobcentre Plus if this may affect you.

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-based Jobseeker's Allowance. Getting Attendance Allowance may mean you get extra income-based Jobseeker's Allowance. We call this a *higher pensioner premium*. However, in some cases the rules are different. For example, if you live in a care or nursing home. Contact the office that pays your benefit straight away if this may affect you.

Severe Disablement Allowance

If you already get Severe Disablement Allowance, you will continue to do so as long as you meet the qualifying conditions.

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, and
- spend at least 35 hours a week caring for a person.

The person you care for 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 daily living component at the standard or enhanced rate

- 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, worth up to £31.00 a week.

To find out more, ask Jobcentre Plus for a leaflet about Carer's Allowance or visit **www.gov.uk/carers-allowance**

Pension Credit

- The minimum age you can get Pension Credit is rising, linked to the changes to women's State Pension age. For more information, visit **www.gov.uk/calculate-state-pension**
- Pension Credit provides a contribution towards a guaranteed minimum income of £145.40 for single pensioners and £222.05 for couples. People with caring responsibilities, severe disability or certain housing costs may be entitled to more.
- People aged 65 and over, who have made modest arrangements for their retirement, may also be rewarded.
- Pension Credit has no upper savings limit, and savings of £10,000 or less will be ignored.
- Pension Credit has no restriction on the number of hours you can work, although the amount you earn may affect the amount of Pension Credit you get.

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.

Where to get more information

For more information about your Jobseeker's Allowance or anything else in this information sheet, get in touch with Jobcentre Plus. The phone number and address are in the phone book under **Jobcentre Plus**.

You can get more information about legal advice from **www.gov.uk/civil-legal-advice**

For general information about benefits anywhere in the UK, get in touch with an advice centre, like a Citizens Advice Bureau.

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**

You can access the website from many libraries.

For more information please contact Jobcentre Plus.