

Jobcentre Plus Signposting Information

For Parents and Children's Centres staff



jobcentreplus

Department for
Work and Pensions

Contents

Introduction – Department for Work and Pensions.....Page 1 – 2
 Jobcentre Plus.....3– 4
Looking for Work.....5
 Get Britain Working.....6
 Work Choice.....7– 8
Additional Support Available.....9
Support for Carers.....10
Starting Full or Part Time work.....11
‘What’s available at your finger tips’.....12-13
Useful Contacts.....14-15
Annex 1.....16



This information is a general guide and not a full statement of the law. Every effort has been made to make sure the information is correct. However, changes may make the information less accurate over time. The information in this folder is for the staff within the Children’s Centre to signpost the customers accordingly to Jobcentre Plus services.

Department for Work and Pensions

Department for Work and Pensions includes a number of organisations within it. The main ones are:

Jobcentre Plus is responsible for assisting people of working age find jobs through its network of Jobcentre Plus offices. It is also responsible for administering some benefits for people of working age and for the administration of National Insurance numbers. Jobcentre Plus also provides a range of services for employers to help them fill their vacancies quickly.

Jobseeker Direct

Tel: 08456 060 234

Textphone: 0845 605 5255

Benefits claims

0800 055 6688

www.direct.gov.uk

The Pension Service is for current and future pensioners. It provides a wide range of information about the State pension, Pension credit, winter fuel payment and related Benefits. It helps with state financial support to pensioners and assists those planning for retirement.

Call: 0845 60 60 265 (Text phone 0800 731 7339)

www.direct.gov.uk

The Disability and Carers Service provides financial support for customers claiming disability benefits and their carers.

For general advice about benefits for people with disabilities contact the benefit enquiry line: 0800 88 22 00 (Text phone: 0800 24 33 55)

For Attendance Allowance, Disability Living Allowance contact the helpline: 0845 712 3456 (Text phone: 0845 722 4433)

For Carer's Allowance contact: 0845 608 43 21 (Text phone: 0845 604 5312)

www.direct.gov.uk/disabilityandcarersservice

Other linked services are:

The Child Support Agency (CSA) is part of the Child Maintenance and Enforcement Commission (not DWP), but will continue to operate and provide the statutory maintenance service to make sure that parents who live apart from their children contribute financially to their upkeep by paying child maintenance.

Our lines are open 8am to 8pm Monday to Friday and 9am to 5pm Saturday

Call: 08457 133 133 (Text phone: 08457 138 924) www.csa.gov.uk

National Insurance

To apply for a National Insurance Number call: 0845 600 0643 (Text phone: 0845 600 0644)

For contribution queries call: Contributions Office: Telephone - 0845 302 1479

www.hmrc.gov.uk

Learn Direct

Learn Direct is an e-learning organisation providing approximately 630 different courses in more than 750 on-line learning centres, designed for people to learn at a time, place and pace to suit their needs.

There may be a charge for courses depending on personal circumstances. Learn Direct also offers a free careers and guidance service.

Call: 0800 101 901 (Text relay supports those who are hearing or speech impaired and can be accessed by text phone 18001 + number or by telephone 18002 + number)

www.learndirect.co.uk

Services for Young People are provided through the direct.gov website. If you are aged 13 to 19, you can contact a careers adviser for information, advice and support on a range of issues affecting young people.

www.direct.gov.uk/youngpeople

Jobcentre Plus

Jobcentre Plus – Jobcentre Plus is an Agency of the Department for Work and Pensions and assists people of working age find work. It administers some benefits and the application process for some National Insurance numbers. It also provides a range of services for employers to help them fill their vacancies quickly.

Bedfordshire and Hertfordshire District has fourteen Jobcentres, nine in Hertfordshire and five in Bedfordshire plus two Benefit Centres.

The Benefit Centres process payments, answer benefit related enquiries and review awards and changes to individual circumstances.

We also have Employment Advisers who work closely with employers. They ensure their vacancies are filled as quickly as possible with the most suitable person.

An alternative to making a claim over the telephone is applying online – please access – www.direct.gov.uk

<u>Bedfordshire</u>	<u>Hertfordshire</u>	<u>Contacts numbers</u>
Bedford JCP	Borehamwood JCP	For Claims
Dunstable JCP	Hatfield JCP	0800 055 6688
Leighton Buzzard JCP	Hemel Hempstead JCP	(Text phone 0800 023 4888)
Luton JCP	Hertford JCP	For Job seeking
Biggleswade JCP	Letchworth JCP	0845 606 0234
	St Albans JCP	(Text phone 0845 605 5255)
	Stevenage JCP	For National Insurance –
	Waltham Cross JCP	Jobcentre Plus
	Watford JCP	0845 600 0643
		(Text phone 0845 600 0644)

At periodic intervals whilst claiming benefits, customers attend review interviews where they will discuss work, appropriate training and receive assistance with their jobsearch.

Jobcentre Plus frontline staff are there to support customers back into work and can not answer benefit entitlement questions. They can signpost to the relevant personnel.



Looking for Work

Jobcentre Plus has the UK's biggest database of job vacancies and they are all advertised simultaneously on these three outlets.

1) Internet

To search on line visit
www.direct.gov.uk/backtowork

The site also gives:

- Advice on what benefits could be paid whilst looking for work
- Information on training and skills
- Tips and advice on how to secure employment

Customers who do not have their own computer or internet access can still use these services. There are over 6,000 UK Online centres that give free internet access; and have staff on hand to help visitors navigate round the website.

To find a local UK Online centre use the postcode search at
www.ukonlinecentres.com

2) Phone

Jobseeker Direct is a quick and easy phone service that helps people to find work. Advisers are available to tell customers about job vacancies in their local area or further a field. They will also explain how to apply for a job.

Call Jobseeker Direct on:

0845 6060 234

Lines are open 8am - 6pm on weekdays and 9am - 1pm on Saturdays.

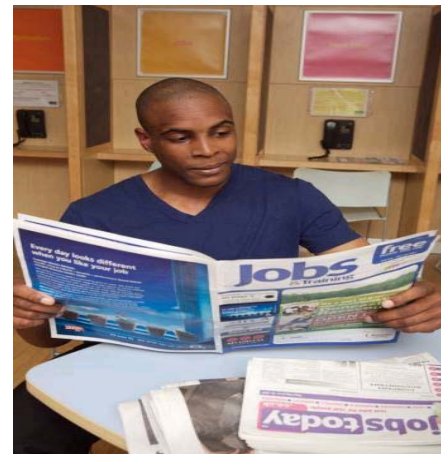
(Text phone: 0845 6055 255)

From a BT landline, calls are charged at local rates.

Call charges from other providers or mobiles may differ.

3) Job points

All Jobcentre Plus offices have Job points. These are touch-screen computers where customers can view and print out details of any jobs that interest them along with details of how to apply. If the customer needs to call Jobseeker Direct, free telephone points are available in Jobcentre Plus offices.



How can customers search for Jobs through Jobcentre Plus?

- **Online:** www.direct.gov.uk/jobsearch
- **Telephone:** Jobseeker's Direct on 0845 6060 234
- **On mobiles:** There is a free Jobcentre Plus (JCP) app. (Which can be downloaded by anyone who uses an iPhone, an iPod touch, an iPad or a Google android phone.)
- **Follow our office on Twitter** – www.twitter.com/StAlbansJCP

Get Britain Working

Under the 'Get Britain Working' banner, Jobcentre Plus is working closely with private, public and voluntary sector partners to help people who receive Jobseekers Allowance or Employment and Support Allowance – work-related back to work by operating:

Work Clubs - where unemployed people can meet, exchange skills, share experiences, find opportunities and make contacts.

Work Experience Placements – where unemployed people can try out their skills for up to eight weeks and gain work experience. Customers will still receive their benefit as well as childcare and travel costs.

Sector-based work academies – where unemployed people who are motivated and ready to work can:

- undertake a short, sharp training programme;
- undertake a work placement to help them into a job;
- attend a guaranteed interview so having the opportunity to make a good impression on a potential employer.

New Enterprise Allowance - one of the Get Britain Working measures aimed at helping eligible customers to start their own business or enter self-employment.

Enterprise Clubs - an initiative, which aims to support the development of a network of community, based Clubs, offering support to unemployed people interested in becoming self employed or setting up their own business.



Work Together - Where customers are encouraged to undertake voluntary work as a means of gaining new skills, boosting their CV and building confidence in themselves.

If you require further information concerning the Get Britain Working measures and how best these can support you in returning to work, please contact your local Jobcentre to speak to the linked Lone Parent Adviser.

Work Choice

Work Choice is a voluntary employment programme that provides support to disabled people facing complex barriers in getting and keeping a job.

You will benefit from Work Choice if you have a disability and wish to have a job where you can:

- develop and improve your job skills;
- have the opportunity to develop and progress through training and support; and
- have the right kind of support and encouragement when you need it.

Tailoring to your needs

Work Choice will help you if you feel that you need a lot of support before doing a job on your own.

Work Choice is about meeting your needs through a flexible and individually tailored programme so that you can get and keep a job.

Am I eligible to join Work Choice?

Work Choice is a voluntary employment programme for disabled people of working age, with the highest support needs and whose disability is defined in the Equality Act 2010.

Is Work Choice suitable for me?

Work Choice will help you if:

- you have complex work-related issues and support-needs arising primarily from your disability;
- you have requirements in work, which cannot be overcome through workplace adjustments required under the Equality Act 2010 or Access to Work support;
- you think you need longer term support in work and/or help finding work; and
- you cannot be helped through other DWP programmes.



How the programme works

Work entry support

At the start of the programme we will work with you to identify what your needs are to prepare you for work. You will have a choice of job seeking activities available to you, including:

- job search advice;
- job application support; and
- tailored vocational guidance.

You will agree a development plan with your Work Choice provider, which makes sure you get the necessary training and support before you start work.

Work Choice providers are professional organisations who will give you the support you need to find and keep a job.

In Work Support

Your Work Choice provider has access to a wide variety of vacancies with a range of employers.

When you are ready, your provider will help you find employment and support you in work. They will introduce you to the people in your new work place and will keep in regular contact with you.

Your provider will regularly review your development plan with you and your employer to check you are receiving the support you need, are making progress and developing in your job.

The aim is, with the help of your provider and employer that the support you require in work will reduce over time.

While you are receiving support in work, you will be required to work for at least sixteen hours per week.

How do I join Work Choice?

Contact your local Jobcentre and ask to be put in touch with a Disability Employment Adviser.

Your adviser will tell you whether you are eligible for the programme and help you to decide whether it is right for you, before continuing with the referral process.

To find out more

You can contact Jobcentre Plus by visiting www.direct.gov.uk or contact your linked adviser at the Jobcentre.

Additional Support Available

Are you a lone parent or is your partner claiming benefits?

Then you maybe eligible for additional support for Childcare when you return to work...

Childcare Assist

Childcare Assist allows customers to claim up to 5 days childcare in the 7 days immediately before they start work. Customers must have a firm offer of a job to start of at least 8 hours per week. This must include written confirmation of the start date from the employer.



Childcare Subsidy for Lone Parents Working Part-Time

Lone Parents starting part-time work may be entitled to help with childcare costs in the form of a Childcare Subsidy, which will be paid directly to the childcare provider.

Who can qualify for the extra help? Lone Parents who participate in New Deal for Lone Parents and undertake approved and agreed part-time work of less than 16 hours per week.

What types of childcare count?

The childcare provider can only receive the Childcare Subsidy if the childcare is provided by:

- Child minders, nurseries or play schemes registered with the Local Authority
- Out of hours clubs run by schools on school premises by Local Authorities

Rates - lone parents can claim the Childcare Subsidy for the actual cost of childcare whilst they are working.

The rates are:

£87.50 per week for one child, or
£150 per week for two or more children

For further information concerning Childcare Assist or Childcare Subsidy, please contact your local Jobcentre to speak to the linked Lone Parent Adviser.

Support for Carers

What is Support for Carers?

Support for Carers is a voluntary scheme designed to help people who wish to combine paid work with their role caring for someone.

You can choose to take part, and are free to stop taking part, at any time. Even if you don't feel ready to work now but might like to in the future, you can still take advantage of the support available.



Who is eligible?

Support for Carers is available to carers who:

- do not work or work less than 16 hours a week
- are aged 18 or over
- are not able to get help from any of the other Jobcentre Plus employment support programmes.

Will my benefits be affected?

If you are in receipt of benefits they will not be affected by taking part in support for carers. If you find a job you are interested in, your personal adviser will be able to tell you how your benefits will be affected if you start work and help you apply for any in work benefits or tax credits if appropriate.

What help will Jobcentre Plus give me to find work?

Your adviser can help you with advice on training, finding a job, local childcare and local replacement care. Also, if you start work, your adviser can continue to provide support and advice.

What other support is available?

Jobcentre Plus may be able to help pay for things like replacement care while you attend appointments with the personal adviser, take part in a training course or attend job interviews.

Where should I go for more information?

To find out more about getting into work or training, you can:

Visit www.direct.gov.uk/carersemployment or contact your linked adviser at your local Jobcentre.

Starting Full or Part time Work

People who have been receiving benefits before starting work may be entitled to some extra financial help when they start work.

This help can include:

- **Job Grant** - a one-off payment
- **Housing Benefit, Council Tax and Mortgage Interest extensions**
- **Help with childcare costs**
- **Financial help may be available to Lone parents returning to work –**

In Work Advisory Support for Lone Parents; is available to assist lone parents within their transition into work and career progression once in work. Lone parents can face additional pressures in accommodating the changes associated with returning to work and continuing support from an adviser can ensure a smoother transition to work by providing assistance in resolving any identified barriers. Eligible lone parents can access Adviser support and guidance up to approximately one hour per month during their initial 26 weeks of employment. In work advisory support is available on a voluntary basis and will be driven by individual requirements

Some people may be entitled to benefits when they are working because they have a low income

These benefits may include:

- **Tax Credits**
- **Housing Benefit and Council Tax Benefit**
- **Health benefits**

Benefits Adviser

You can find out if you are better off working by visiting;

www.direct.gov.uk/benefitsadviser
or contact your local Jobcentre Plus Adviser.

Advisers can also explain how part-time work affects people's benefits and finances. **Advisers can 'fast track' Tax Credit applications for lone parents.**

Related employment issues

Information about tax and employment law can be found at www.direct.gov.uk
For advice on starting a business or becoming self-employed see section; Looking for work.

It is important that you seek advice from Jobcentre Plus before starting work to ensure you receive any extra help to which you may be entitled to.

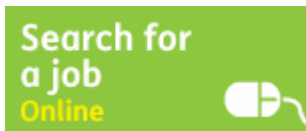


'What's available at your finger tips'

types of information that can be accessed via

www.direct.gov.uk website JOBS, TAX & BENEFITS

FIND A JOB NOW – Search for a job



Jobcentre Plus has one of Britain's largest databases of job vacancies, which is updated constantly. Thousands of new jobs are available every week. You can also search for voluntary work, which can help you develop and learn new skills while you are looking for a job.

How to use the Jobcentre Plus search –

To start a search, type in a job title and a location or postcode or if you want to see all jobs in the local area, simply type 'all jobs' instead of a job title.

You can register with 'my searches' and set up your own personal record. You can save your favourite job searches and bookmark jobs.

A selection of jobs is often displayed within your local Children's Centre.

VOLUNTEERING while looking for work

What is volunteering?

This is when you choose to give your time and energy to benefit other people without being paid for it.

There are many benefits to volunteering. It is a great way of getting into the working environment which could help you:

- Develop new skills
- Gain experience
- Build confidence
- Develop and enhance your CV.

If you are claiming benefits and are keen to volunteer, you can find opportunities from Jobcentre Plus, through 'Work Together'

You can search for volunteering opportunities at www.direct.gov.uk/volunteering and this will direct you to www.do-it.org website this will allow you to search for opportunities within a specified location.

Beginner's guide to BENEFITS



Work out if you are able to get any State Benefit assistance particularly if you are sick, have a low income or dependent children.

BENEFITS ADVISER online- Get benefit advice, for you/your family or someone else. Simply answer questions anonymously online about your savings, income and outgoings.

N.B. the amounts shown are estimates only and actual entitlement can only be confirmed once you have applied to make a claim.

Benefits Adviser online– can also do 'WHAT IF...' comparison, which will compare results from your current to new circumstances. (e.g. 'WHAT IF...' I started working 15 hours a week...how it will effect your entitlement)

How to CLAIM benefits



Benefits are available for people of working age, for pensioners, for families and children, and for disabled people and their carers.

To make a new or repeat claim for benefit - 0800 0 55 66 88

DO IT ONLINE - You can claim Disability Living Allowance, Attendance Allowance and Carers Allowance and Jobseekers Allowance online.

CAREERS & SKILLS advice



NEXT STEP offers information and advice on careers and skills for adults aged 19 and over. You can get help in a way that suits you – online, by phone, email or face-to-face. A Next Step adviser can help you with:

- Look at local job vacancies
- Improve CV and interview skills
- Find out about funding for learning.

Next Step – is available to everyone, whether you are in work or not.

If you are aged between 13 – 19 years, Careers for Young People can give you all the information and advice you need to make decision on learning, careers and more.

SUPPORT to help you whilst looking for work and when you start employment

- The Benefits of Working

'Going back to work doesn't mean giving up all your benefits' – Please Annex 1

Benefit and Child Benefit RATES

These are available via the direct.gov website.

- **Benefit Rates**

Sets out weekly allowance issued to customers on a particular benefit for 2011.

- **Child Benefit rates** – HMRC

The amount of Child Benefit you will get depends on how many children you are entitled to get Child Benefit for, and the current rates of Child Benefit.

More services available online...

- Find schools and Sure Start Children's Centres.
Find out about primary and secondary schools, and Sure Start Children's Centres near you. You can also access Ofsted reports and get information on school performance.
- Redundancy payments
Calculate your redundancy payout.

Benefits and help for PARENTS going back to work - If you are going back to work and you have children, you can get financial and practical help with childcare. From tax credits to flexible working arrangements, there is lots of support available to make your life easier.

- FREE early learning for three and four year olds.
This is 15 hours of free nursery education for 38 weeks of the year. This applies until they reach compulsory school age.

For further information families can contact their Children's Centre who will refer to the JCP linked adviser or alternatively access www.direct.gov.uk

Useful Contacts

For any information on all our **online services** – please access our website

WWW.DIRECT.GOV.UK/jobseekers

Free 0800 calls from mobiles – calls to 0800 claim lines are free to customers who use Vodafone, O2, Tesco Mobile, Orange, T-Mobile and Virgin Media networks.

Looking for work

Jobseekers Direct	Telephone Text Phone Website	0845 606 0234 0845 6055 255 www.direct.gov.uk/jobsearch
Advice on starting and running a business – Business Link Business start up workshops	Telephone Website	0845 600 9006 www.businesslink.gov.uk
National Insurance helpline for Newly Self-employed Registration / redundancy support	Telephone	0845 915 4515
Working in Early Years	Website	www.childcarecareers.gov.uk
Careers helpline for Young Persons – skills / careers / life	Telephone Text Phone Website	080 80013 219 07766413219 https://www2.cxdirect.com/home.htm www.direct.gov.uk/youngpeople

Financial help – Families

Money Advice Service	Website	www.moneyadviceservice.org.uk
Child Benefit	Telephone Telephone Website	0300 500 5000 0845 302 1444 www.hmrc.gov.uk/childbenefit
Tax Credit Helpline Child / Working	Telephone Website	0845 300 3900 www.hmrc.gov.uk/taxcredits
Social Fund enquiries - Budgeting loan - Community Care Grant - Funeral Payments - Sure Start Maternity Grant	Telephone Text Phone	0845 6036967 0845 068 8579
Crisis Loans	Telephone Text Phone	0800 0327952 0845 032 8371
Health Costs – NHS Advice line	Telephone	0845 850 1166
Carers UK Helpline	Telephone	0808 808 7777

Benefits Information		
Make a new claim ONLINE – for Jobseekers Allowance Contribution Allowance	Website	www.direct.gov.uk/jsaonline
Jobcentre Plus benefits - To make a new claim	Telephone Text Phone Website	0800 0 556 688 0800 0 234 888 www.direct.gov.uk/jsaonline
Benefit Centre Enquiries (enquiries about: - Income Support (IS) - Jobseeker's Allowance (JSA) - Employment & Support Allowance - Incapacity Benefit (IB) (Customers will be asked to press 1 for IS, 2 for JSA, 3 for ESA and 4 for IB.)	Telephone	0845 608 8583
Benefits Enquiry Line – for people with disabilities / carers or representatives	Telephone Text Phone Website	0800 88 22 00 0800 24 33 55 www.direct.gov.uk/disability-money
Disability Benefits and Attendance Allowance Helpline	Telephone Text Phone	0845 712 3456 0845 722 4433
National Insurance - Registration Helpline	Telephone Website	0845 915 7006 www.hmrc.gov.uk
Jobcentre Plus	Telephone Text Phone	0845 604 3719 0845 608 8551
Carers Allowance Unit Information regarding Carers Allowance, the main state benefit for carers including eligibility & how to make a claim	Telephone Text Phone	0845 608 4321 0845 604 5312
Pension Service National Helpline State Pension – first claims	Telephone Text Phone Telephone Website	0845 6060 265 0800 731 7339 0800 731 7898 www.direct.gov.uk/pensionsandretirementplanning
Pension Credit – information change of circumstances and claiming	Telephone	0800 99 1234
Bereavement Benefit	Telephone Text Phone	0845 608 8602 0845 603 6761
Maternity Allowance Enquiries Industrial Injuries Disability Benefit (IIDB)	Telephone Telephone	0845 608 8610 0845 603 1358

Annex

1:



The Benefits of
Working.pdf

Please print and include within the folder

2:

If you require more Jobcentre Plus leaflets, please complete the ion form for and send to the relevant address / email or fax.



xionorderform-march
2009.doc