

# A guide for parents

Help if you are looking for work,  
on low pay, or claiming benefits

**jobcentreplus**

Part of the Department for Work and Pensions



This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information in this leaflet is correct as of April 2010.

It is possible that some of the information is oversimplified, or may become inaccurate over time, for example because of changes to the law.

## Contents

<b>Helping you into work</b> .....	4
Support and advice for you .....	4
Work to suit your needs .....	5
Help with finding a job.....	6
Your working rights.....	9
Financial support to help you into work .....	10
Training.....	11
<b>Financial and practical support</b> .....	14
Help in special situations .....	18
Work and childcare .....	21
Your health and your child's health .....	24
Your child's education .....	26
<b>Useful contacts</b> .....	27

## Helping you into work

Starting work for the first time, going back to work or changing jobs can be good ways of meeting new people, making new friends and increasing your income.

You have lots of options when you are ready to work or change your working pattern. If you haven't worked for a while, you might want to spend some time getting used to being back in a work environment. Or, you might want to find training to help you get the right job.

## Support and advice for you

One of the things you can do first is to get some advice from one of our personal advisers, who can discuss your situation and goals with you, and help you work out what's right for you, and for your children.

If you are having money worries, our advisers can check you're getting all the benefits you're entitled to and put you in touch with other organisations that can help. They can also help you find childcare, or put you in touch with nurseries and play-schemes.

If you are bringing up children on your own and claiming benefits, we can invite you to attend an event where we can share ideas with you about going back to work including childcare. If you are ready for work, we may be able to introduce you to employers with vacancies suitable for you.

If you are a lone parent entering employment after getting benefits, support is available to you in the first 6 months of starting work.

### **Work to suit your needs**

You don't have to work full-time. Other options might suit you better when you have a child to care for.

Your personal adviser will do a 'Better off in work' calculation with you. They will start by confirming what benefits you're currently getting and adding up your weekly income. Then they will look at the amount you could be earning in a job you're interested in and the benefits you could still get, such as Housing Benefit. This will help you decide if a job is financially right for you. Most parents find that they are not only better off financially when they start work, but they get a better quality of life too.

Contact us for more information or to arrange to see a personal adviser. Visit [www.direct.gov.uk](http://www.direct.gov.uk) or you can find our phone number in your local phone book.

## Help with finding a job

### New Deal

New Deal aims to help you get a job if you are out of work. It will give you the chance to train, learn and do work experience so that you:

- get more confident
- get new skills
- can be worth more to people looking for staff, and
- can find and stay in work

### New Deal for lone parents

New Deal for lone parents is a voluntary programme for people who are bringing up children on their own and are interested in working. If you're not working or working less than 16 hours a week, you may be able to join New Deal for lone parents.

### New Deal for partners

If your partner is claiming benefit for you and you work less than 24 hours a week, you may be able to join New Deal for partners and get a whole range of help. It is voluntary, so you can choose whether or not you want to take part.

When you join New Deal for lone parents or New Deal for partners, your personal adviser will work with you to find a job that suits you and your situation. You may also be able to get help with your childcare costs. However, to get help with childcare

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## Partner

We will treat you as a couple if you live with your husband, wife or civil partner, or if you live with someone as if they were your husband, wife or civil partner. We call this other person your partner.

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costs while taking part in a government programme, the childcare you use while on that programme must be registered.

To find out more about New Deal, contact Jobcentre Plus by visiting [www.direct.gov.uk/jobseekers](http://www.direct.gov.uk/jobseekers) or you can find our addresses and numbers in your local phone book.

### Where to look for job vacancies

There are lots of places where you can look for job vacancies. You could start by searching our database of jobs, which you can find:

- at [www.direct.gov.uk/jobsearch](http://www.direct.gov.uk/jobsearch)
- by calling **0845 6060 234**, and
- through Jobpoints in a Jobcentre (Jobpoints are easy-to-use touch screens that match your needs with job vacancies).

You could also:

- check the adverts in local and national newspapers
- use the internet to look for jobs online. If you do not have a computer at home your local library may have one
- check the notice board at your local supermarket, and
- ask your friends and family to look out for suitable vacancies.

## Helping you apply for jobs

A personal adviser can help you compile a CV or there are lots of books which offer practical advice on writing your CV, filling in application forms and how to do well in interviews. Visit [www.direct.gov.uk](http://www.direct.gov.uk) for other useful tips.

When you're putting together your CV (which sets out your education, job qualifications and work background), you may want to include the skills you've gained while looking after your children. Skills like organisation, administration, managing your time and juggling priorities are useful in most jobs, and many employers will be interested in your life experience as well as in the jobs you may have done in the past.

You may be able to get free help with job applications at one of our programme centres. Many offer learning and training packages to improve your interview skills and phone techniques, and to develop your experience in how to research, apply for and get a job. To find out whether there's a centre near you and whether you are eligible to use its services, contact a personal adviser.

## Getting a taste of work

'Work trial' is a programme that gives you the chance to try out a job with an employer for a short time. You'll carry on getting your benefits while you're on the trial, so it's a risk-free way of finding out if a

job is right for you. If you are taking part in New Deal for lone parents or New Deal for partners, you may be able to get a training premium and help with childcare costs while you're on the work trial.

If you are offered a job at the end of your work trial and you accept it, this does not mean that all financial help will end, as you may be eligible for some benefits and tax credits while you are working.

### **Your working rights**

#### **Right to flexible working**

If you have a child who is under 6 (or a disabled child who is under 18 years old), you may have the right to ask your employer to consider the option of flexible working or working part-time.

You have this right if you have been working for your employer for at least 26 weeks in a row at the time that you ask for flexible working. You only have the right to apply once every 12 months. The right covers both mothers and fathers.

If you do not have a child under 6 (or a disabled child under 18), you can still ask your employer for flexible working hours. They do not have to consider your request, but many employers support flexible working to keep good staff.

If you have the right to ask for flexible working, your employer must consider your request seriously. However, they can turn your request down on business grounds or they can suggest another flexible or part-time option which works better for them.

You need to bear in mind that, if your employer agrees to your request, this will permanently change your contract of employment.

To find out more visit [www.direct.gov.uk/employees](http://www.direct.gov.uk/employees) or you can get free confidential advice from the Acas helpline on 0845 747 47 47.

### **Financial support to help you into work**

If you have been on certain benefits (such as Jobseeker's Allowance) and you or your partner start full-time work, you may be able to get a job grant.

This is a one-off payment and you do not have to pay tax on it. You could get £250 if you are a lone parent or part of a couple with children.

If you have been claiming Income Support you may be able to get help towards paying for the interest on your mortgage. This can be paid for the first 28 days after you or your partner start full-time work.

Job grants and help towards your mortgage interest are paid automatically – you do not have to claim them. You must tell us as soon as you get a job.

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### **Partner**

We will treat you as a couple if you live with your husband, wife or civil partner, or if you live with someone as if they were your husband, wife or civil partner. We call this other person your partner.

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Once you're in work, you may find that you qualify for Working Tax Credit, which could help you to hold on to more of your earnings and pay for childcare. We tell you more about this on page 16 of this leaflet.

### In Work Credit

In Work Credit is a fixed tax-free payment, payable for up to 52 weeks on top of your earnings. It may be paid weekly to parents, who have a dependant child living in the household, have been getting certain benefits continually for 52 weeks and who start work of at least 16 hours a week.

If you are a parent and your partner is receiving Jobseeker's Allowance or Income Support, In Work Credit may be payable if you start work of at least 24 hours a week and as a result your partner's claim for benefit ends.

Contact us for more information on In Work Credit and to see if you can claim it. Visit [www.direct.gov.uk](http://www.direct.gov.uk) or you can find our number in your phone book.

### Training

#### Training for the future

Everybody has skills that they can bring to a job. But if it's been a while since you worked, or if you've been in the same job or type of work for some time, you might be worried that your skills are out of date.

Training can help you to:

- develop your skills
- develop new skills, and
- get useful qualifications.

All of these will increase the range of jobs you can apply for. Some employers also give training after you start work.

We can help you decide what sort of training is best for you, and tell you about help with course fees, transport costs or the cost of looking after your children while you're training. If you are taking part in New Deal for lone parents or New Deal for partners you might also receive a weekly training allowance.

### What sort of training can I do?

There is training available out there to suit every need. For example, you might need help to improve your basic skills (reading, writing, maths or English language).

Your local council will offer a wide range of part-time courses and evening classes for adults, such as courses in English language and computing. These are often available free if you are claiming benefits like Jobseeker's Allowance, Income Support and Housing Benefit. You can find the contact details for your local council in your phone book or at [www.direct.gov.uk](http://www.direct.gov.uk) under 'A-Z of local councils'.

You could also check your local college or university for study options, from vocational programmes (like NVQs) to degree-level courses.

### Getting help to pay for training

If you and your personal adviser agree it as a part of your action plan, you might be eligible for support if you decide to do a training course. This might include help with the cost of course fees, help with paying for transport to the course or registered childcare. To qualify for this help you must identify what help you need and agree it with your adviser before you start the training.

### learndirect

learndirect offers high-quality learning at a time and place that suits you. You choose what to learn and when to learn. And you can learn at your own pace.

Find out more at [www.learndirect.co.uk](http://www.learndirect.co.uk) or call 0800 101 901 for advice on thousands of courses from hundreds of providers nationwide. In Scotland, you can visit [www.learndirectscotland.com](http://www.learndirectscotland.com) or call 0808 100 9000.

## Financial and practical support

Sometimes, it can be difficult making ends meet, and you may need extra financial help. You may need to claim benefits or tax credits to help you support yourself and your family, or help pay your rent or mortgage. You may also be able to get help with health costs, or with childcare.

### Work focused interviews

You may be asked to attend a work focused interview where an adviser will tell you about the complete package of support that is available to help parents into work. If you receive an appointment for a work focused interview, you must attend when asked to do so or any claim for benefit that you make may be affected.

### Jobseeker's Allowance

Jobseeker's Allowance is the main benefit for people who are out of work. If you are eligible, it is paid when you don't have a job and you are looking for work.

There are 2 types of Jobseeker's Allowance.

- The first is based on how much National Insurance you have paid in the last 2 tax years. We can pay you this for up to 182 days. It is called 'contribution-based Jobseeker's Allowance'.
- The other is based on your income and savings. This is called 'income-based Jobseeker's Allowance'.

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### To make a claim

Phone:

0800 055 66 88

Textphone:

0800 023 48 88

Monday to Friday

8am to 6pm

Online:

[www.direct.gov.uk/jsaonline](http://www.direct.gov.uk/jsaonline)

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To get Jobseeker's Allowance you must be actively looking for work and meet a number of conditions.

We have a leaflet which gives you more information about Jobseeker's Allowance. Visit [www.direct.gov.uk](http://www.direct.gov.uk) to see a copy of this leaflet or you can contact us for more information (see page 27 for contact details).

### Income Support

If you are on a low income, or have no income, and have few savings, you may be able to get Income Support. You do not need to have paid National Insurance to claim it. You must be working less than 16 hours a week, or have a partner who is working less than 24 hours a week.

If you are claiming Income Support and you have children, you should also make a claim for Child Tax Credit (see page 16).

If you get Income Support and are pregnant or have a child under 4 years old, you may also be able to get free milk, fresh fruit and vegetables and vitamins. There are details at [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) or call **0845 607 6823** for a claim form.

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## To find out more about tax credits

Phone:  
0845 300 3900

Textphone:  
0845 300 3909

Open daily 8am to 8pm

Online:  
[www.hmrc.gov.uk/  
taxcredits](http://www.hmrc.gov.uk/taxcredits)

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### Working Tax Credit and Child Tax Credit

Tax credits are there to help people who work but are on a low income, and to help parents on a low income to make ends meet.

**Working Tax Credit** is there to help you if you work and are on a low income. The amount you get depends on a number of things, such as your yearly income and the number of hours you work.

Working Tax Credit can include help with paying for childcare. You could get back up to 80% of your eligible childcare costs, up to a weekly limit.

**Child Tax Credit** can help you if you are responsible for a child or young person. Whether you can get it and the amount you might get depend on a number of things, such as your household income and the number of children you have.

### Child Benefit

Child Benefit is paid to the person responsible for looking after a child. It is not affected by your income, National Insurance contributions or savings.

You can receive it until your child reaches 16, and perhaps for longer if they are in full-time further education.

The rate of Child Benefit is reviewed every year and HM Revenue & Customs publish the new rates.

If you have any questions about Child Benefit, call HM Revenue & Customs. You can find the number in your local phone book. Or, phone the Child Benefit Centre on **0845 302 1444**.

### Housing

Whether you rent or own your home, your local council can give you advice on housing issues, including how to find temporary housing if you need it.

If you are on a low income, Housing Benefit and Council Tax Benefit can help towards your rent and council tax. You do not have to be getting other benefits to qualify.

For more information, or to apply for Housing Benefit or Council Tax Benefit, contact your local council. Their contact details are in your local phone book or on the internet at [www.direct.gov.uk](http://www.direct.gov.uk) under 'A-Z of local councils'.

If you qualify for Income Support, income-based Jobseeker's Allowance or Pension Credit, you may be able to get help towards paying the interest on your mortgage and other housing costs that are not covered by Housing Benefit. You can find out more from us or The Pension Service (see the 'Useful contacts' section later in this leaflet).

If you own or privately rent your home, you may be able to get help with the costs of heating or insulation (or both).

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### Help with heating or insulating your home

In England or Wales, call the Winter Warmth Advice Line  
**0800 085 7000**

In Scotland, call Scottish Gas for information.  
Warm Deal  
**0800 316 6009**

Central heating programme  
**0800 316 1653**

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## Help in special situations

### The Social Fund

If you are on a low income and faced with costs that are difficult to pay for out of your normal income, the Social Fund may be able to help.

The Social Fund can give you a payment, a grant or a loan to help with things like:

- items for the house
- clothes and footwear
- travel
- urgent costs to keep you and your family safe
- items for a new baby
- a funeral
- heating costs in very cold weather, and
- heating costs during the winter to people over 60.

We have a leaflet which gives you more details about the help you can get from the Social Fund. Visit [www.direct.gov.uk](http://www.direct.gov.uk) to see a copy of this leaflet or you can contact us for more information (see page 27 for our contact details).

### If you are disabled, or caring for a disabled child

You may be able to get Disability Living Allowance if you or your child have a severe physical or mental disability, and as a result need personal care, or have trouble walking (or both).

If you are spending at least 35 hours a week caring for someone who is severely disabled (whether they are a child or an adult), you may be able to claim Carer's Allowance.

If you want to know more, phone the Benefit Enquiry Line on **0800 88 22 00** (textphone **0800 24 33 55**), or visit [www.direct.gov.uk](http://www.direct.gov.uk)

### Adoption and foster care

If you are working and you adopt a child, you may also be able to take adoption leave and get Statutory Adoption Pay when the child comes to live with you.

You can get more information about this from HM Revenue & Customs. You can find the number of your nearest office in your local phone book. The Directgov website [www.direct.gov.uk](http://www.direct.gov.uk) will give you more information on your rights as an adoptive parent under the section 'Parents'.

If you are thinking about adopting a child, or if you already have, Adoption UK provides advice and support at all stages of the process, and links to a range of

other adoption and fostering organisations. Find out more at [www.adoptionuk.org](http://www.adoptionuk.org)

If you are a foster carer or are interested in fostering, The Fostering Network can help you. You can find out more at [www.fostering.net](http://www.fostering.net) or phone 0207 261 1884.

### Unpaid leave to care for a young or disabled child

If you've been at work for a year or more, you may be entitled to take up to 13 weeks unpaid leave to look after a child under 5, or 18 weeks unpaid leave to look after a disabled child under 18. This is called 'parental leave'. Visit [www.direct.gov.uk](http://www.direct.gov.uk) to find out more.

### Maternity and paternity pay and leave

All new mothers who are in work have the right to maternity leave. You may also be able to get Statutory Maternity Pay or Maternity Allowance while you are off work.

New fathers who are in work may also be able to get Statutory Paternity Leave and pay.

Visit the Directgov website [www.direct.gov.uk](http://www.direct.gov.uk) for more information about maternity and paternity pay, leave and benefits.

### Work and childcare

If you're starting work or training, you may need to think about who will look after your children.

You may find that formal childcare isn't as expensive as you thought. Many people can receive help with the costs through the childcare element of Working Tax Credit.

Your local Families Information Service (formerly called the Children's Information Service) can tell you about local childcare, early education and other care and support services for children and parents.

Visit [www.direct.gov.uk](http://www.direct.gov.uk) for more information.

Children's centres provide information and offer access to services for families with young children under 5 years old.

Each centre offers a variety of services to cater for the needs of the community, but can include the following:

- childcare provision
- early education integrated with childcare
- encouragement and support for parents thinking about training or finding a new job
- ante-natal classes and baby clinics
- information and advice about breast-feeding, parenting and speech and language

- family support and outreach to parents
- drop in sessions for parents and children
- services for children with special needs and disabilities
- links with Jobcentre Plus
- links with voluntary agencies
- links with local schools.

You will find the contact details of your local children's centre in your phone book.

### Divorce and separation

Citizens advice bureaus provide information on what to do when a relationship ends, including making arrangements about money and childcare. Visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or check the phone book for your local office.

Gingerbread can also provide information for parents who have day-to-day care of children on what to do when a relationship ends. Visit [www.gingerbread.org.uk](http://www.gingerbread.org.uk) or phone their lone parent helpline on **0800 802 0925**.

If you need advice from a solicitor who specialises in family law, Community Legal Advice can help you find a local legal adviser or solicitor. The service also provides free information, help and advice on a range of common issues. Visit [www.clsdirect.org.uk](http://www.clsdirect.org.uk) or call **0845 345 4 345**.

If you are already separated or divorced or your civil partnership has legally ended (dissolved) and you would like information about child maintenance for your children, contact Child Maintenance Options.

They can help parents who need to think about sorting out maintenance for their children. They will help you understand what options are available and can help you put maintenance arrangements in place. They can also help you to find out where to go to and who to speak to if there are other problems you need help to sort out, like debt or housing.

You can find out more at [www.cmoptions.org](http://www.cmoptions.org) or phone Child Maintenance Options on 0800 988 0988.

### If someone dies

We can give you information on benefits you may be eligible for, including bereavement benefits which you may be able to get if you were married or in a civil partnership. Visit [www.direct.gov.uk](http://www.direct.gov.uk) or talk to one of our advisers.

### If your partner is in prison

If your partner is in prison and they normally pay the rent, you may be able to get help with the cost of rent while they are in prison. You can find out more from one of our advisers.

You may be able to get financial help to visit your partner or a close relative in prison. Phone the Assisted Prison Visits Unit on **0845 300 1423**, or visit their website [www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk).

### Dealing with debt

If you're struggling with debts visit [www.direct.gov.uk](http://www.direct.gov.uk) where you can find help and advice. Some local councils and independent advice centres give free advice on debt. Look in your local phone book or visit your local council's website.

### Your health and your child's health

The National Health Service (NHS) provides a range of services to help keep you and your children healthy.

If you are getting:

- income-related Employment and Support Allowance
- income-based Jobseeker's Allowance
- Income Support, or
- Pension Credit Guarantee Credit,

you are entitled to help, including NHS prescriptions, NHS dental treatment and some travel costs. If you are entitled to or named on an NHS tax credit exemption certificate you can also receive help. If you are on a low income, you may be able to get help with some health costs.

To find out more about help with health costs from the NHS, visit the website for the area where you live:

- England  
[www.dh.gov.uk/helpwithhealthcosts](http://www.dh.gov.uk/helpwithhealthcosts)
- Wales  
[www.nhsdirect.wales.nhs.uk/healthinformation](http://www.nhsdirect.wales.nhs.uk/healthinformation)
- Scotland  
[www.scotland.gov.uk/publications](http://www.scotland.gov.uk/publications)

### Health advice and information

NHS Direct is a confidential health advice and information phone service in England and Wales. You can call at any time of the day or night on **0845 46 47** if:

- you are feeling ill and are not sure what to do
- you would like information about an existing health problem, or
- you want details of local health services.

NHS 24 is a confidential health advice and information phone service in Scotland.

Phone: **0845 424 2424**

## Immunisation

Immunisation (or vaccination) protects your children against diseases that can kill them or cause lasting damage to their health. Talk to your doctor or health visitor, or visit [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk) to find out more about immunisation and when your children should be vaccinated.

## Your child's education

Your child's education is important. Directgov provides information, advice and support on a range of topics such as:

- choosing a school
- what and how your child is learning at school, and
- what you can do to help them.

Visit [www.direct.gov.uk/parents](http://www.direct.gov.uk/parents) to find out more.

For information on schools and education in Scotland, and advice on helping your child with their learning, you can visit the Parentzone website [www.parentzonescotland.gov.uk](http://www.parentzonescotland.gov.uk).

If you want to know about education in Wales, the Welsh Assembly's website [www.wales.gov.uk](http://www.wales.gov.uk) has a range of useful information.

## Useful contacts

This section includes the contact details of organisations that you may find useful. You can also look under 'Charitable and Voluntary Organisations' or 'Social Service and Welfare Organisations' in the Yellow Pages.

### Jobcentre Plus

To contact us, visit [www.direct.gov.uk](http://www.direct.gov.uk) or see our entry in the phone book.

### To look for work

If you are looking for work, you can search our list of jobs online at [www.direct.gov.uk/jobsearch](http://www.direct.gov.uk/jobsearch)

Or you can call us:

Phone: 0845 6060 234

Textphone: 0845 6055 255

### Childcare

#### Care Commission

The Scottish Commission for the Regulation of Care (Care Commission) was set up to regulate and inspect Scottish care services.

Phone: 0845 603 0890

Website: [www.carecommission.com](http://www.carecommission.com)

#### Care Standards Inspectorate for Wales

The Care Standards Inspectorate for Wales regulates childminders and other childcare

providers caring for children under 8 years old, as well as other types of care.

The phone numbers for their regional offices are on their website and in your local phone book.

Website: [www.csiw.wales.gov.uk](http://www.csiw.wales.gov.uk)

**Families Information Service (formerly the Children's Information service)**

For national and local childcare information

Phone: 0800 234 6346

Website: [www.direct.gov.uk](http://www.direct.gov.uk)

In Scotland

Website: [www.scottishchildcare.gov.uk](http://www.scottishchildcare.gov.uk)

**National Childminding Association**

For details of registered childminders in your area of England and Wales

Phone: 0800 169 4486 (lines are open from 10am to 4pm, Monday to Friday)

Website: [www.ncma.org.uk](http://www.ncma.org.uk)

**Scottish Childminding Association**

For details of registered childminders in your area in Scotland

Phone: 01786 449063 (lines are open from 1pm to 4.30 pm on Tuesdays and Thursdays)

Website: [www.childminding.org](http://www.childminding.org)

## Government

### Assisted Prison Visits Unit

For information on help with the cost of travel when visiting a close friend or relative in prison.

Phone: 0845 300 1423

Textphone: 0845 304 0800

Lines are open from 10.15am to 11.45am and 2.15pm to 3.45pm, Monday to Friday.

Website: [www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk)

### Benefit Enquiry Line for disabled people or carers

Phone: 0800 88 22 00

Textphone: 0800 24 33 55

Lines are open from 8.30am to 6.30pm, Monday to Friday and 9am to 1pm on Saturdays.

Website: [www.direct.gov.uk](http://www.direct.gov.uk)

### Child Benefit helpline

For help and advice on Child Benefit claims

Phone: 0845 302 1444

Textphone: 0845 302 1474

Lines are open from 8am to 8pm, 7 days a week.

Website: [www.hmrc.gov.uk/childbenefit](http://www.hmrc.gov.uk/childbenefit)

### Child Maintenance Options

If you want to know more about child maintenance, there is an impartial service called Child Maintenance Options that you can contact for help with putting in place a maintenance arrangement for you and your family.

Phone: 0800 988 0988

Textphone: 0800 988 9888

Lines are open from 8am to 8pm, Monday to Friday and 9am to 4pm on Saturdays.

### Tax credits helpline

For information on Working Tax Credit and Child Tax Credit

Phone: 0845 300 3900

Textphone 0845 300 3909

Lines are open from 8am to 8pm every day except Christmas Day, Boxing Day, New Year's Day and Easter Sunday.

Website: [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)

## Call charges

Charges were correct as of the date on the back of this leaflet.

Calls to 0800 or 0808 numbers are free from BT land lines but you may have to pay if you use another phone company, a mobile phone, or if you are calling from abroad.

Calls to 0845 numbers from BT land lines should cost no more than 6p a minute with a 10p call set-up charge. You may have to pay more if you use another phone company, a mobile phone, or if you are calling from abroad.

Calls from mobile phones can cost up to 40p per minute, so check the cost of calls with your service provider.

## Textphones

Our textphone numbers are for people who cannot speak or hear clearly. If you don't have a textphone, you could check if your local library or citizens advice bureau has one. Textphones don't receive text messages from mobile phones.

Directgov provides information from UK government departments on topics ranging from benefits to driving licenses and local NHS services. Visit [www.direct.gov.uk](http://www.direct.gov.uk)

Jobcentre Plus is committed to applying the principles of equal opportunities in its programmes and services.

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