

Moving on to Benefits

Now you've got your leave to remain -
Here's some key things to know about moving on to benefits.
This guide is to help you and Jobcentre Plus staff.

Registering your claim to benefits

1

Once I receive my status, when should I register with the Jobcentre Plus (JCP) ?



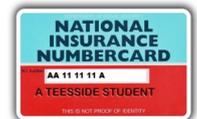
Don't wait! Register your claim with JCP as soon as you receive your decision letter.

Register your claim before your NASS support stops. You don't need to wait until you receive your NASS 35. Just show your decision letter to the JCP. If you weren't receiving NASS support, show them your decision letter.

Registering your claim to benefits

2

Can I register with JCP without a National Insurance Number (NINO)?



Yes, JCP can issue you with a temporary one, you don't need to wait for one.

Tell the JCP if you've already had a UK NINO - it will stay the same number.

Registering your claim to benefits

3

How do I register my claim?

YOU can choose how you want to register your claim. It's YOUR decision! If the JCP asks you to register online or by telephone, you can still say you want to make your claim face to face in the office if you prefer.



1 ONLINE <https://www.dwpe-services.direct.gov.uk/en/jobseekersallowanceclaim>

[If you have never worked in the UK before then you need to claim 'income based' benefit]

2 FREEPHONE 0800 055 6688



3 AT YOUR LOCAL JCP OFFICE (see card 14 for details)

Using an interpreter

4

Under the Equality Act 2010, the JCP must make sure they can understand what their customers tell them and that customers understand the information given. So you have the right to an interpreter if you think you need one.

How can I access an interpreter?

You have 4 choices:

- Bring a friend or family member
- Request a community based interpreter
- Request a telephone interpreter (The Big Word)
- If none of these are suitable, JCP can provide a Face to Face Interpreter (Prestige)

I speak this language

I need this dialect



Your New Jobseeker's Interview

5

Your first interview with JCP is the most important. If you are late or miss the appointment it can affect your claim. Make sure you are on time and bring all your documents with you.

What will happen at the interview?

The JCP advisor will ask for personal details (for example family details, UK addresses, qualifications)

The JCP advisor will assess which benefits you should receive.

If you qualify for Jobseeker's Allowance you'll need to complete a Jobseeker's Agreement / Claimant Commitment. Give this your full attention!. It sets out your 'work-related requirements'. You'll have to comply with these



Your New Jobseeker's Interview

6

What's included in a Jobseeker's Agreement/Claimant Commitment?

This document describes the steps you will have to take to prepare for work or to find work. It will include:

- The types of job you'll look for
- The date you'll be available to start work
- What actions you'll take to find a job, such as
 - How many jobs you'll apply for each week
 - Where you'll look for work (for example in newspapers, on the internet)
 - What evidence you'll show the JCP that you've done this (for example copies of job applications)



Your Jobseeker's Agreement / Claimant Commitment is very important. *Make sure you understand it.*
If you don't follow it your benefits could be stopped



Your New Jobseeker's Interview

7

What information should I tell the advisor?

- Tell them about the types of work you're looking for
- Any qualifications, work, business or volunteering experience you already have - from your country and the UK
- What level of pay you hope to earn
- What distance you're prepared to travel to work
- Any issues that could affect what type of work you can do (for example an injury that stops you lifting heavy things)
- Any training you want to do that could help you get a job

Can I have an Interpreter at the Interview?

Yes you can bring someone or JCP can provide one if requested.

You can also bring along someone to help you at the interview (an advocate).



Your New Jobseeker's Interview

8

What if I want to pursue a career?

If you want to develop a particular skill, such as accountancy, engineering, catering, nursing, etc, ask your JCP advisor to refer you for an appointment with the National Careers Service. This service can support you with things such as translation of overseas qualifications (NARIC) and a skills health check.

<https://nationalcareersservice.direct.gov.uk>

What if I want to start up my own business?

You can ask to be put on to the New Enterprise Allowance scheme (NEA), which supports people to start their own business. You'll receive business mentoring support and financial support whilst your business begins trading. You may also have access to a £1000 loan to help with start-up costs.



Queries about your benefits?

9

After registering your claim

If you need to ask what's happened to your claim or to your benefit payments then either call

- the national JCP number **0845 6043719**
- or your Benefit Delivery Centre number, which is printed on your ES40 card.



Looking for work

10

What will I be expected to do as a jobseeker?



You need to keep evidence of all the actions you take to find work. For example a list of employers you sent a CV to and which newspapers or websites you looked at.

You need to attend your local JCP office every 2 weeks to sign and to show evidence of the actions you've taken to find a job. So bring your evidence with you ...and arrive on time.

Always tell the JCP advisor about any changes in your life, such as if you've married or separated, if you change address, or a child is born.



Looking for work

11

How do I look for work?

You have a CHOICE. For example, you can:

- Apply directly for jobs (keep a record of your applications)
- Apply for jobs online using Universal Jobmatch www.gov.uk/jobsearch
- Send your CV to employers you'd like to work for (keep a list)
- Register with employment agencies



What happens if I'm offered work?

If you want to take a job you must tell JCP before starting work. Your benefits will be paid up to the day you start work and sign off from the Jobcentre Plus.

If the job is temporary, low hours or no guarantee of hours, or the employer won't offer you a contract, you don't have to take it. Speak to your JCP advisor if you are unsure.



Other financial support

Is there any other financial support available to me?

From the JCP? There's no other financial support available from JCP. However, you may be able to get a Short Term Benefit Advance (STBA) if your payment doesn't reach you or in other special circumstances. Speak to your JCP Advisor or call the numbers shown on card 9 (Queries about your benefits).

From your local council? Each local council provides some support to those in crisis (it is sometimes called a crisis loan or social fund). They each set their own rules for what they'll cover and how you can apply. Support will usually be in the form of vouchers or the things you need, and not in cash. See card 14 for details of your local scheme

From the Home Office? You may qualify for a Refugee Integration Loan from the Home Office. The loan needs to be spent on items or activities that facilitate integration, such as training, a deposit for accommodation, buying essential items for the home, or the purchase of tools of a trade. The loan is repaid from your benefits. You can get an application form from the Home Office website: www.ukba.homeoffice.gov.uk (search for 'integration loan')



JCP contact details & Crisis Loan/Social Fund information

Local Jobcentre Plus offices

Darlington Bondgate House, 90 Bondgate, Darlington, County Durham, DL3 7JY	North Shields Camden Street, North Shields Tyne and Wear, NE30 1ND
Gateshead Shildon House, High Street Gateshead, Tyne and Wear, NE8 1AS	Redcar Portland House, West Dyke Road Redcar, TS10 1DH
Hartlepool Ward Jackson House, Wesley Square. Hartlepool, TS24 8EZ	South Shields Chapter Row, South Shields Tyne and Wear, NE33 1BZ
Middlesbrough East Beresford Buildings, The Greenway Middlesbrough, TS3 9NB	Stockton Daryl House, Bridge Road, Stockton on Tees, TS18 3BW
Middlesbrough James Cook House, 79 Corporation Rd, Middlesbrough, TS1 2BA	Sunderland 60-66 John Street, Sunderland Tyne and Wear, SR1 1QT
Newcastle City 1 Cathedral Square, The Groat Market Newcastle-upon-Tyne, NE1 1EE	Thornaby Ingram House, Allensway Thornaby-on-Tees, TS17 9HA
Newcastle East Coquet House, Clifford Street Byker, Newcastle-upon-Tyne, NE6 1PH	Wallsend Hadrian House, Station Road Wallsend, Tyne and Wear, NE28 6HP
Newcastle West Condercum House, 171 West Road Newcastle-upon-Tyne, NE15 6PL	Washington Pennine House, Town Centre Washington, County Durham NE37 1LY

National JCP number **0845 6043719**

Local council crisis loan/social fund information

Darlington— 01325 388514 www.darlington.gov.uk/Advice+and+Benefits/benefit/socialfund.htm
Gateshead— 0191 433 3676 or 0191 433 3876 www.gateshead.gov.uk (search for 'local crisis payments')
Hartlepool— 01429 523621 http://revben.hartlepool.latestinfo.co.uk/lws
Middlesbrough— 08081 789 278 www.middlesbrough.gov.uk/index.aspx?articleid=6800
Newcastle upon Tyne— 0191 278 7878 www.newcastle.gov.uk/benefits-and-council-tax/benefits/crisis-support-scheme
North Tyneside— 0191 643 2777 www.northtyneside.gov.uk (search for 'welfare reforms')
Redcar and Cleveland— 01642 771166 http://www.redcar-cleveland.gov.uk (search for 'discretionary social fund')
South Tyneside— 0191 424 6064 http://www.southtyneside.info/article/18081/local-welfare-provision
Stockton on Tees — 0300 111 0557 http://www.fivelamps.org.uk/finance/back-on-track/
Sunderland— 0191 520 5551 http://www.sunderland.gov.uk/index.aspx?articleid=6687

