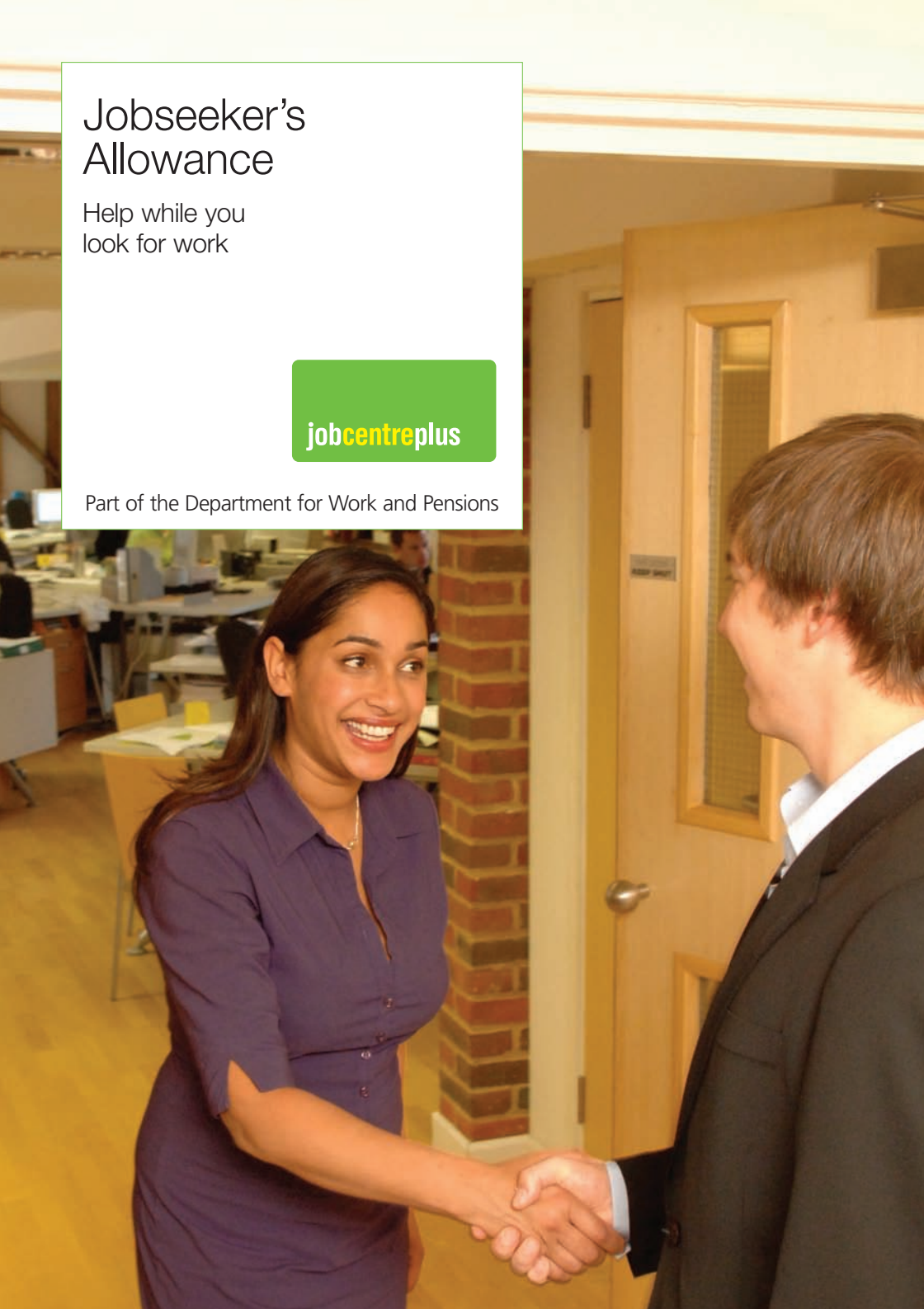


Jobseeker's Allowance

Help while you look for work

jobcentreplus

Part of the Department for Work and Pensions



If you are looking for work you should read this leaflet. It will tell you about Jobseeker's Allowance, the main benefit you can claim while you are looking for work.

It will also tell you about the help you can get to find a job.

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To find a job

Online:
www.jobcentreplus.gov.uk

Phone:
0845 60 60 234

Textphone:
0845 60 55 255

Monday to Friday
8am to 6pm, and
Saturdays 9am to 1pm

About Jobseeker's Allowance

What is 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'.

Can I get Jobseeker's Allowance?

To get Jobseeker's Allowance you must:

- be able to work for at least 40 hours a week
- be looking for work
- have paid enough National Insurance on your income
- have savings less than a certain amount
- be over 18 years old and under State Pension age (currently 65 for men and 60 for women)
- have a 'jobseeker's agreement' (we explain this on page 8)
- not be in education, and

- live in Great Britain. (If you have settled here from abroad, that counts as living here. You must not be 'subject to immigration control' – in other words, you must not need permission to come into Great Britain. There are some exceptions to the immigration rules.)

If you don't meet all of these parts, you may still be able to get Jobseeker's Allowance. If you are not sure, you should contact Jobcentre Plus.

If you are already getting other benefits you may not be able to get Jobseeker's Allowance.

If you get an occupational or personal pension it may affect the amount of Jobseeker's Allowance you get. To find out more contact Jobcentre Plus.

What if I leave my job for my own reasons?

If you have chosen to leave your job, you will be asked the reason why. You need to show that you had 'just cause' for leaving. Your employer may be asked to comment on the statement you make.

Jobcentre Plus will make a decision based on a number of factors which include whether it was reasonable for you to take the action you did.

If it is decided that you left your job without just cause, you may lose your entitlement to Jobseeker's Allowance for up to 26 weeks.

To make a claim

Phone:

0800 055 66 88

Textphone:

0800 023 48 88

Monday to Friday
8am to 6pm

Online:

www.dwp.gov.uk/eservice

What if I am dismissed through my own misconduct?

If you are dismissed from your job your employer will be asked the reasons. You will be able to comment on what they say.

Jobcentre Plus will decide whether you have lost your employment because of your own actions.

If it is decided that you lost your employment because of your own actions, you may lose your entitlement to Jobseeker's Allowance for up to 26 weeks.

If your Jobseeker's Allowance is stopped you may be able to claim a hardship payment (we explain this later in this leaflet).

What is the 'jobseeker's agreement'?

To receive Jobseeker's Allowance you must have a jobseeker's agreement. Your jobseeker's agreement will set out the steps you agree to take to find work. You will need to meet with a personal adviser to show that you are able to start work and looking for a job, and to check progress against your jobseeker's agreement.

When will I have to visit a Jobcentre?

You must come into your local Jobcentre when we ask you to. If you don't you could lose your benefit. You will have to visit us at least once every 2 weeks. When you come you will have to sign a declaration (or statement) that says you have been looking

for work, you are still ready for work and that nothing has changed that could affect your Jobseeker's Allowance.

When you visit us we will talk about:

- if you still meet the rules for Jobseeker's Allowance and what you must do to keep on getting it
- how you are doing what you said you would do in your jobseeker's agreement
- if there are any jobs you can apply for, and
- if there's anything else that could help you such as training courses, job-search programmes or other services.

If we have something to tell you about, we may call you and ask you to come to the Jobcentre.

To find a job

Online:

www.jobcentreplus.gov.uk

Phone:

0845 60 60 234

Textphone:

0845 60 55 255

Monday to Friday

8am to 6pm, and

Saturdays 9am to 1pm

What does ‘actively looking for work’ mean?

When you get Jobseeker’s Allowance you may hear us talk about ‘actively looking for work’. This means you must do things each week to find work or improve your chances of getting work. You should do at least 3 things every week. This could include writing a CV or speaking to employers.

When must I be ready to start work?

Most people must be ready to start work straight away. But some may need more time. If you:

- provide a service, such as acting as a Justice of the Peace, you must be ready to start work within 24 hours
- are involved in voluntary work, you must be able to start work within one week, but you must be ready to go to an interview within 48 hours
- are a carer, you must be able to start work within one week, but you must be ready to go on an interview within 48 hours, or
- work part-time, you must be able to start work immediately following the statutory period of notice you are required to give your employer to end the contract of employment.

What if I break the rules for getting Jobseeker's Allowance?

You will not be able to get Jobseeker's Allowance if you break any of the rules for getting it. This could happen if you do not:

- make yourself free for work
- look for work and training, or
- have a current jobseeker's agreement.

An adviser can tell you more about this.

What if I turn down work or training?

We will stop your Jobseeker's Allowance if you turn down work or training or leave it without a good reason. This could happen if you:

- turn down an offer of work or training
- don't apply for any jobs
- don't accept a job or training offer
- don't go to training when you have been given a place
- give up a training place
- leave a job without a good reason, or
- lose your training place or job because of the way you behave.

Speak to an adviser about how long it could be stopped for.

Can I get Jobseeker's Allowance hardship payments?

If your Jobseeker's Allowance is stopped, you may be able to get a Jobseeker's Allowance hardship payment. To do so you must be in a vulnerable group, for example, have children in your household or a health problem, or if this does not apply you would need to wait 2 weeks before you can receive a hardship payment.

National Insurance and Jobseeker's Allowance

You can get contribution-based Jobseeker's Allowance if you have paid enough National Insurance contributions. Any other benefits you have been getting before may affect the date your Jobseeker's Allowance claim begins. You should ask an adviser to explain how this type of Jobseeker's Allowance works.

You may be able to get National Insurance contribution credits for each week you get Jobseeker's Allowance. You need these credits so that you can get benefits and a State Pension in the future. Contact Jobcentre Plus to tell you more.

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.

To make a claim

Phone:
0800 055 66 88

Textphone:
0800 023 48 88

Monday to Friday
8am to 6pm

Online:
www.dwp.gov.uk/eservice

If you and your partner are out of work

Joint claims

If you and your partner are both out of work, you may need to claim Jobseeker's Allowance as part of a couple. This is called a joint claim. Joint claims make sure that both of you will get help and support to find a job. It is down to you both to make the most of the help on offer to find work.

You should tell us if either of your circumstances change and we will let you know of any effect this may have on your joint claim.

Should we make a joint claim?

In a joint claim both of you must meet all the rules for getting income-based Jobseeker's Allowance. This applies if:

- you are part of a couple claiming Jobseeker's Allowance
- at least one of you is aged 18 or over and was born after 28 October 1957 (see below), and
- neither of you have dependent children.

The age which you can make a joint claim for Jobseeker's Allowance will be extended at the end of February 2008, so you can make a joint claim up to age 59. As the

State Pension age for women rises during the years 2010-2020, so too will the age at which you can make a joint claim.

Do we both need to visit a Jobcentre?

If you are claiming Jobseeker's Allowance as a couple, you must both come in to sign the declaration – unless one or both of you has been excused from coming in or is on a training course. Where possible, both of you will be given the same time, place and day to attend. Not turning up may affect the amount you get.

What if we can't meet the rules for Jobseeker's Allowance?

We know that not all people can meet all the rules for getting Jobseeker's Allowance all the time. There are some special cases where we may 'excuse' you, which means you or your partner do not have to meet all the rules during your joint claim – but we can't excuse both of you at the same time.

You can apply to be excused at any time in your claim. You should talk about it with your adviser.

Doing a course or just left school or college?

You should read this section about Jobseeker's Allowance if you:

- are 16 or 17 years old
- have just left school, college or university, or
- are going to do a course of any kind.

Can I get Jobseeker's Allowance if I am 16 or 17 years old?

Income-based Jobseeker's Allowance is not normally paid to people under 18.

If you are 16 or 17 you may be able to get Jobseeker's Allowance for a short amount of time. For example, this could be if you:

- are forced to live away from your parents
- have a partner and dependent children, or
- will find it very hard to live without Jobseeker's Allowance.

You will also have to meet other conditions. You must:

- live in Great Britain
- be able to work
- be out of work or work less than 16 hours a week
- be ready to work – usually more than 40 hours a week

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.

To find a job

Online:

www.jobcentreplus.gov.uk

Phone:

0845 60 60 234

Textphone:

0845 60 55 255

Monday to Friday

8am to 6pm, and

Saturdays 9am to 1pm

- be signed up to Connexions or the Careers Service
- be looking for work or training
- not be in relevant education (generally this means education up to A-level standard)
- not be getting Income Support
- not have income or savings above a certain level, and
- not be under immigration control (that is, you are legally allowed to be in this country).

If you are not sure if this is you, then you should contact Jobcentre Plus.

What if I am 16 or 17 and I was working or on a training programme?

You may be able to get a benefit called Young Person's Bridging Allowance if you:

- live in Scotland or Wales
- were working or on a training programme before you were out of work, and
- are signed up to Connexions or the Careers Service for work and training.

We will see if you can get Young Person's Bridging Allowance before we see if you can get Jobseeker's Allowance.

Can I get Jobseeker's Allowance hardship payments if I am 16 or 17?

If your Jobseeker's Allowance is stopped, you may be able to get a Jobseeker's Allowance hardship payment.

When you get Jobseeker's Allowance because of severe hardship, you could stop getting your money if you turn down training or a job. This will end your Jobseeker's Allowance. If you then claim again because of severe hardship, you will get less money for the first 2 weeks. Or you could get less Jobseeker's Allowance if you stop going to your training place.

What happens when I turn 18?

When you turn 18 you will need to follow the adult rules for Jobseeker's Allowance. Contact Jobcentre Plus to ask about this.

Special rules for new jobseekers

There are special rules for new jobseekers.

You are a new jobseeker if since you first left full-time education you have not:

- been employed or self-employed for more than 16 hours a week
- finished a training course or left one without a good reason, or
- given up a training place or lost it without a good reason because of the way you behaved.

If you are a new jobseeker, you will not have your Jobseeker's Allowance stopped if you turn down or leave training **once** without a good reason. But after that, any time that you turn down training or leave without a good reason, your benefit will be stopped.

See the section in this leaflet called 'Being excused from Jobseeker's Allowance rules' on page 32.

What if I want to do a short course?

You may be able to go on a short course without it affecting your Jobseeker's Allowance. For example, you could go on a course to help you get a job or improve your skills. You could do this kind of course for up to 2 weeks a year.

You must tell your adviser before you go on a course to check that you can still claim Jobseeker's Allowance.

To find a job

Online:

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Phone:

0845 60 60 234

Textphone:

0845 60 55 255

Monday to Friday

8am to 6pm, and

Saturdays 9am to 1pm

What if I am in part-time education or training?

If you are in part-time education or training or about to start a course, you may be able to claim Jobseeker's Allowance. To do this you must be:

- ready to work, and
- looking for work.

You may be able to carry on claiming Jobseeker's Allowance if you have been out of work for 3 months or more before you start a new course.

To do this you must:

- be able to do your course at different times if that is necessary for you to take a job, or
- be prepared to give up the course if you are offered a job.

If you've been out of work for less than 3 months, you may still be able to take a part-time course.

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.

What if I am in full-time education?

You can't get Jobseeker's Allowance if you are under 20 and you are at school or college. You may be able to get Income Support – contact Jobcentre Plus to help you find out.

Most full-time students at college or university can't get Jobseeker's Allowance either. If you have a partner and both of you are full-time students, and one or both of you has a child, you may be able to get Jobseeker's Allowance during the summer holiday.

What if I am doing an Open University course?

You still claim Jobseeker's Allowance if you study with the Open University. The coursework you do for the Open University should not affect whether or not you can work because it is for people who study part-time.

You can go on one residential week for each course with the Open University as long as it is an important part of the programme. We will still class you as being ready and looking for work. You must tell your adviser if you do this kind of course.

Over 60 or nearing 60?

Can I still get Jobseeker's Allowance?

If you are coming up to the age of 60 or you are already 60, you can decide whether to carry on using Jobcentre Plus services.

If you are a woman aged 60 or over, you can't get Jobseeker's Allowance but you may be able to get Pension Credit and a State Pension. You may want to put off getting your State Pension. State Pension deferral is when you put off claiming (or decide to give up getting) your State Pension until it suits you. This means that when you do claim you could get more money.

Currently, women born on or before 5 April 1950 can get their State Pension from age 60. Men can get their State Pension from age 65. The State Pension age for women born on or after 6 April 1950 will gradually increase to 65 between 2010 and 2020. The State Pension age for both men and women born on or after 6 April 1959 will change further from 2024 to reach 68 by 2046. You can use the State Pension age calculator to work out your State Pension age.

You can find the calculator at www.thepensionservice.gov.uk

If you are a man aged between 60 and 64, you may be able to get Jobseeker's Allowance or Pension Credit, or Jobseeker's Allowance and Pension Credit – it depends what type of Jobseeker's Allowance you get (see page 6).

If you choose to continue to claim Jobseeker's Allowance, you will need to keep on meeting the rules for getting Jobseeker's Allowance (see page 6).

To find out more about State Pension (including putting off claiming) contact The Pension Service in the following ways.

- Phone **0845 60 60 265**
- Textphone **0845 60 60 285**, or
- Visit the website
www.thepensionservice.gov.uk

Lines are open from 8am to 8pm
Monday to Friday.

If I am working short time or laid off for a while

What is 'working short time'?

You may be able to get Jobseeker's Allowance if you are working short time or are laid off for a while. This could happen if:

- your hours of work are cut because there isn't enough work for you
- you are still under contract with the person you work for, and
- you are going to go back to full-time work for the same person.

Or if:

- there is no work for you on a certain day (or days) with the person you work for
- you are still under contract with the person you work for, and
- you are going to go back to work for the same person.

You may be able to get Jobseeker's Allowance until you start full-time work again.

To find a job

Online:

www.jobcentreplus.gov.uk

Phone:

0845 60 60 234

Textphone:

0845 60 55 255

Monday to Friday

8am to 6pm, and

Saturdays 9am to 1pm

What must I do to get Jobseeker's Allowance if I am working short time?

You must meet the rules for getting Jobseeker's Allowance. One of these is that you must be able to work and be looking for work. In the first 13 weeks of your short time work, we count you as being able to work if you are:

- working for less than 16 hours a week
- earning less than the minimum amount the Government says you need to live on
- ready to start your usual job straight away, and
- ready to take up casual work straight away to make your hours up to a total of at least 40 hours a week.

We will also count you as being able to work in the first 13 weeks that you have been laid off if you are ready to:

- start your usual job straight away, and
- take up casual work straight away.

After 13 weeks you have to meet the normal rules for getting Jobseeker's Allowance.

You must tell us if you earn any money. You must also tell us if you lose your job. Ask an adviser to tell you more – we can explain about tax, holiday pay and guarantee payments.

Been getting Incapacity Benefit?

If you have been on Incapacity Benefit, you may be able to get Jobseeker's Allowance to help you until you find a job.

How do I get Jobseeker's Allowance after Incapacity Benefit?

If you are out of work or working less than 16 hours a week and want to claim Jobseeker's Allowance, you must get in touch with us straight away. Any delay could mean that you lose money.

When making your claim for Jobseeker's Allowance, you should explain that you have been getting Incapacity Benefit.

Jobseeker's Allowance for share fishermen

What is a share fisherman?

A share fisherman is someone who is paid a share of a fishing boat's earnings or profit.

There are different rules for share fishermen who want to claim Jobseeker's Allowance.

Share fishermen pay a higher rate of self-employed (Class 2) National Insurance to help them qualify for contribution-based Jobseeker's Allowance.

What do I need to know?

Contribution-based Jobseeker's Allowance

If you are a share fisherman who gets contribution-based Jobseeker's Allowance, there are special rules for your type of work and earnings.

- The normal '16 hours of work' rule, which says you must not work 16 hours or more a week to be entitled to contribution-based Jobseeker's Allowance, does not apply to hours in which you are working as a share fisherman. This is because of your different work patterns – a single fishing trip can last more than 16 hours.
- You can earn £20 a week without affecting your contribution-based Jobseeker's Allowance. Your benefit might be affected if you also have earnings from other work.

- We will change your benefit each week, based on any earnings you may have in that week (not the week you receive your earnings).

Income-based Jobseeker's Allowance

The different rules for share fishermen getting contribution-based Jobseeker's Allowance do not apply to income-based Jobseeker's Allowance.

If you are self-employed, we will use an average of your hours of work when working out your benefit.

If you work 16 hours or more a week on average, or if your partner works 24 hours or more a week, you cannot get income-based Jobseeker's Allowance.

How do I find out more?

If you want to know more about the rules for share fishermen, contact Jobcentre Plus.

You can find our contact details:

- in the phone book, or
- online at www.jobcentreplus.gov.uk

Other jobs that might affect your Jobseeker's Allowance

Volunteering

Q: What happens if I want to do a training course or a live-in job as a volunteer?

A: Talk to Jobcentre Plus before you start. It could affect your Jobseeker's Allowance.

Q: Can I do volunteer work abroad?

A: Not normally. If you leave the UK as a volunteer, you cannot get Jobseeker's Allowance.

Q: What happens if my voluntary work does take me abroad?

A: Jobcentre Plus will normally stop your Jobseeker's Allowance.

Q: Are there any times when I can volunteer abroad?

A: Only certain volunteers may be able to get Jobseeker's Allowance for up to 4 weeks abroad. You must talk to Jobcentre Plus to find out more.

Q: I'm taking part in Employment Zone. Will volunteering affect my Jobseeker's Allowance?

A: It might. If you get Jobseeker's Allowance then you have to take part in Employment Zone. If you don't, it might affect your Jobseeker's Allowance. If you want to volunteer, talk to Jobcentre Plus first. Agree with them how volunteering might work with your Employment Zone action plan. If you don't have to take part in Employment Zone, you can still talk to us about volunteering.

Local Authority Councillors

Q: Can I still get Jobseeker's Allowance if I am a Local Authority Councillor?

A: Yes. You can be paid Jobseeker's Allowance if you are free for, and actively seeking, work. The time you spend on your duties does not count as paid work.

Q: Can I still get Jobseeker's Allowance if I am paid a basic allowance?

A: The basic allowance is counted as earnings. All councillors get this allowance for the time they spend on their duties. Some payments, such as travelling expenses, may be ignored. You must talk to Jobcentre Plus about how it affects your Jobseeker's Allowance.

Part-time firefighters and members of a lifeboat crew

Q: I'm a part-time firefighter or member of a lifeboat crew. Will these duties affect my Jobseeker's Allowance claim?

A: We will still treat you as if you are actively seeking and available for work. If, because of your duties, you cannot apply for, accept a place on or go to a training course or work programme that you must do, we will not change your Jobseeker's Allowance.

Q: If I get a 'bounty payment' will it affect my benefits?

A: It might. If you get a 'bounty payment', talk to Jobcentre Plus. It could affect your Jobseeker's Allowance.

Auxiliary coastguards or members of the Reserved Forces

Q: I'm part of the auxiliary coastguard or a member of the Reserved Forces. Will these duties affect my Jobseeker's Allowance claim?

A: You can still be paid Jobseeker's Allowance as long as you are still free for, and actively seeking, work. The time you spend on your duties does not count as paid work.

Being excused from Jobseeker's Allowance rules

There may be times when you can't meet all the rules for getting Jobseeker's Allowance. You should speak to us if this happens to you – there may be times when we can excuse you from meeting the rules so that you can still get your Jobseeker's Allowance.

You can apply to be excused at any time in your claim. You should talk about it with your adviser.

What Jobseeker's Allowance rules can I be excused from?

You may be excused from the following Jobseeker's Allowance rules:

- being able to work for at least 40 hours a week
- looking for work
- having a jobseeker's agreement
- living in Great Britain, or
- not being in full-time education, on some occasions.

How do I apply to be excused from Jobseeker's Allowance rules?

If you don't think you can meet all the rules for getting Jobseeker's Allowance, you may need to fill in a form. Tell your adviser if you cannot meet all the rules or your circumstances change. We will tell you if we need any proof. You must let us know as soon as possible because it could affect when you get your money.

How long can I be excused from meeting Jobseeker's Allowance rules?

Jobcentre Plus will tell you when this will start. How long you will be excused depends on your circumstances. For example, students might be excused until their course ends. We keep on checking whether you can still be excused from the rules. We might write to you or ask you to come in and see us.

Will I get National Insurance credits if I am excused from Jobseeker's Allowance rules?

Depending on the reason, you may be able to get National Insurance credits for as long as you are let off from meeting any Jobseeker's Allowance rules.

If you are making a joint claim, you may be able to get your National Insurance credits through another benefit like Carer's Allowance. To find out more contact Jobcentre Plus.

Changes in your life

What if something changes?

You must let Jobcentre Plus know if something changes. This could be if you:

- start any kind of work or training or course
- start claiming another benefit
- get a pension or your pension changes
- get more or less savings
- start living with someone
- have someone come to live in your house, or someone who was living in your house leaves
- get married or form a civil partnership
- get divorced, break up a civil partnership, or separate
- move house
- go away from home, even if it is for a day
- are claiming Jobseeker's Allowance for a person who gets a job or goes into hospital or a nursing home
- have children and they leave school
- become ill
- have to take care of someone, or
- cannot take a job for any reason.

Ask an adviser if you are not sure whether your change will affect your Jobseeker's Allowance. If you are claiming Jobseeker's Allowance as part of a joint claim, one of you must tell us if any changes happen to you or your partner.

What if I move abroad?

If you are getting contribution-based Jobseeker's Allowance in the UK and then move abroad to another country, where European Community regulations apply (see page 37), you can carry on getting this for up to 3 months.

However you do need to sign up as a jobseeker within 7 days of leaving the UK, and follow the rules of that country about being available for work.

You must tell Jobcentre Plus in good time before you go so we can give you the right forms to fill in and pass your details on to your new home country.

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.

Help with health costs

You can get help with health costs while you are getting income-based Jobseeker's Allowance.

You may get help with:

- free NHS prescriptions
- free NHS dental treatment
- free NHS sight tests
- vouchers towards the cost of glasses or contact lenses
- some travel costs, and
- free NHS wigs and fabric supports.

To find out more about help with health costs, you can:

- get the 'Help with health costs' leaflet from an NHS hospital
- go online to www.dh.gov.uk/helpwithhealthcosts or
- phone 08701 555 455.

What if I have claimed compensation?

If you claim compensation for your disability and also get disability benefits, any benefit money you get may be taken off your compensation.

To find out more

To make a claim to Jobseeker's Allowance

Phone: 0800 055 66 88

Textphone: 0800 023 48 88

Monday to Friday 8am to 6pm

During the call we will ask you to provide information including:

- your National Insurance number
- details about your rent or mortgage
- details of your past or present employer, and
- details of other income and savings.

Or you can claim online at

www.dwp.gov.uk/eservice

Look for work

If you are looking for work, you can search our list of jobs online at

www.jobcentreplus.gov.uk

Or you can call us on 0845 6060 234

(textphone 0845 6055 255) to find out what jobs are available.

Lines are open between 8am and 6pm Monday to Friday, and between 9am and 1pm on Saturdays.

Glossary

Benefit rates

Benefit rates are reviewed every year, and usually increased in April at the beginning of each financial year.

If you want to know more about all benefit rates, including non-contributory benefits, a leaflet is available.

Great Britain (GB)

This is England, Scotland and Wales.

United Kingdom (UK)

This is England, Scotland, Wales and Northern Ireland, but not the Channel Islands or the Isle of Man.

Countries where European Community (EC) regulations apply

European Union countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Rumania, Slovakia, Slovenia, Spain (including Balearic and Canary Islands), Sweden and the UK (including Gibraltar but excluding the Isle of Man and the Channel Islands).

The EC health care and social security rules also apply to Iceland, Liechtenstein, Norway and Switzerland.

Call charges

Calls to 0800 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.

From 1 August 2007, calls to 0845 numbers from BT land lines should cost no more than 4p per minute with a 6p call set up charge. You may have to pay more if you use another phone company or 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

Where textphone numbers are provided, these are for people who find it hard to speak or hear clearly.

If you do not have a textphone, some libraries or citizens advice bureaux may have one.

Textphones do not receive text messages from mobile phones.

Important information about this leaflet

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 January 2008.

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

www.jobcentreplus.gov.uk

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

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