



Department
for Work &
Pensions

A Guide to DWP Support



Leaving School

You can leave school on the last Friday in June if you'll be 16 by the end of the summer holidays.

You must then do one of the following until you're 18:

- ▶ stay in full-time education, for example at sixth form or a college
- ▶ start an apprenticeship or traineeship
- ▶ spend 20 hours or more a week working or volunteering, while in part-time education or training



14-16 years

GCSEs or other qualifications

Options at 16

16-18 years

BTEC / A-Levels

T-Levels

Apprenticeships

Traineeships

Supported Internships

Technical & Vocational Qualifications

Options at 18

18+

Further Education

Higher Education

Employment

Apprenticeships

Self Employment

Supported Internships

Making A Claim
For Disability Living
Allowance,
Personal
Independence
Payment &
Universal Credit

A photograph of a desk setup. In the background, a spiral-bound notebook with a teal cover is open, and a pair of black-rimmed glasses rests on its pages. In the foreground, a black laptop keyboard is partially visible, showing keys for '#', 'End', 'Up', and 'PgDn'. To the right of the keyboard is a silver and gold fountain pen. In the center, a yellow sticky note is placed on a wooden desk surface, with the words 'claim' and 'benefits' written in red cursive.

claim
benefits

Making A Claim To Disability Living Allowance

Disability Living Allowance (DLA) for children may help with the extra costs of looking after a child who:

- ▶ is under 16
- ▶ has difficulties walking or needs much more looking after than a child of the same age who does not have a disability

They will need to meet all the eligibility requirements:

- ▶ need extra looking after or have walking difficulties
- ▶ be habitually resident in the UK
- ▶ not be subject to immigration control
- ▶ For more details please see <https://www.gov.uk/disability-living-allowance-children/eligibility>

How to claim Disability Living Allowance

To claim DLA for a child you need to be their parent or look after them as if you're their parent. This includes step-parents, guardians, grandparents, foster-parents or older brothers or sisters.

To apply you can either:

print off and fill in the DLA claim form

phone the Disability Living Allowance helpline and ask for a printed form

Disability Living Allowance helpline

Telephone: 0800 121 4600

Text phone: 0800 121 4523

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 121 4600

Video relay service for British Sign Language (BSL) users - check you can use this service

Monday to Friday, 9am to 5pm

DLA Rates For Children

Disability Living Allowance (DLA) for children is a tax-free benefit made up of 2 components (parts). The child might qualify for one or both components.

Care component	Weekly rate
Lowest	£24.45
Middle	£61.85
Highest	£92.40

Mobility component	Weekly rate
Lower	£24.45
Higher	£64.50

DLA is usually paid every 4 weeks on a Tuesday.

Making A Claim To Personal Independence Payment

You can get Personal Independence Payment (PIP) whether you're working or not.

You must be aged 16 or over and usually have not reached State Pension age to claim.

You must also have a physical or mental health condition or disability where you:

- ▶ have had difficulties with daily living or getting around (or both) for 3 months
- ▶ expect these difficulties to continue for at least 9 months

How To Claim Personal Independence Payment

Call the Department for Work and Pensions (DWP) to make a new Personal Independence Payment (PIP) claim.

If you need someone to help you, ask DWP to add them to your call when you:

- phone
- use Relay UK
- use the video relay service

You cannot do this if you use text phone.

If you cannot use any of these, someone else can call on your behalf, but you'll need to be with them when they call.

DWP - PIP claims

Telephone: 0800 917 2222

Textphone: 0800 917 7777

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 917 2222

Video relay service for British Sign Language (BSL) users - check you can use the service

Personal Independence Payment Rates

Personal Independence Payment (PIP) is made up of 2 parts - a daily living part and a mobility part. Whether you get one or both of these and how much you'll get depends on how severely your condition affects you.

Daily Living component	Weekly rate
Standard	£61.85
Enhanced	£92.40
Mobility component	Weekly rate
Lower	£24.45
Enhanced	£64.50

PIP is usually paid every 4 weeks on a Tuesday.

Making A Claim To Universal Credit

You may be able to get Universal Credit if:

- you're on a low income or out of work
- you're 18 or over (there are some exceptions if you're 16 to 17)
- you're under State Pension age (or your partner is)
- you and your partner have £16,000 or less in savings between you
- you live in the UK

After turning 16 years old you can apply for Universal Credit if you have limited ability to work and you're entitled to Personal Independence Payment (PIP) or Disability Living Allowance (DLA). You can also apply for Universal Credit if you are estranged from your parents and living on your own.

You can apply online via <https://www.gov.uk/universal-credit/how-to-claim>

If you cannot use digital services at all contact the Universal Credit helpline 0800 328 5644

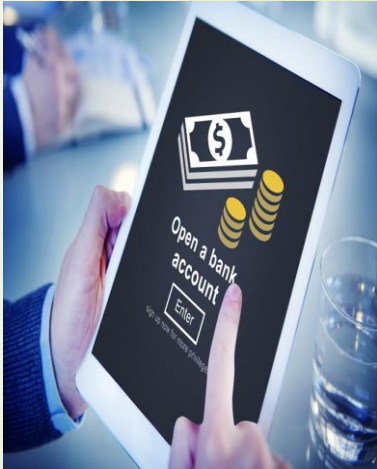
You can verify your identity online or you may need to attend the Jobcentre if you cannot do it online.

Preparing to Claim Benefits

Get ready ID documents such as birth certificate, passport, provisional driving licence, bank statements and etc.

Find your National insurance Number.

Open a bank account to get your benefits paid into.



Attend the
Jobcentre





You are greeted by
Jobcentre Reception

Take a seat in
the waiting
area





The Adviser will call you to the interview from the waiting area.

The Jobcentre Interview

After the advisor checks your ID documents and returns them to you, you can leave the Jobcentre.

The appointment will take about half an hour.

How Are You Paid?

- Universal Credit is paid once a month into your bank account.
- It usually takes around 5 weeks to get your first payment.
- If you need help with your living costs while you wait for your first payment, you can apply for an advance payment.

What Will You Be Paid?

Your Universal Credit payment is made up of a standard allowance and extra amounts if you:

- have a disability or health condition which prevents you from working.
- have children
- need help paying your rent

Please visit <https://www.gov.uk/universal-credit/what-youll-get> for more details.

Universal Credit Conditionality Groups

6 Different Categories:

Intensive Work Search – need to be available for work & provide job search evidence.

Work Preparation – required to participate in work preparation activities (youngest child 2).

Work Focused Interview – required to participate in work focused interviews (youngest child 1).

Light Touch (in work) – no requirement to be available for work.

Working Enough – no requirement to be available for work.

No Work Related Requirements – no requirement to be available for work.

Administrative Earnings Threshold:

Single £345.00 per month

Couple £552.00 per month

Benefit Calculators

You can use an independent benefits calculator to find out:

- what benefits you could get
- how to claim
- how your benefits will be affected if you start work

We would recommend one of the following:

<https://www.entitledto.co.uk/>

<https://www.turn2us.org.uk/>

<https://www.betteroffcalculator.co.uk>

<https://www.gov.uk/check-benefits-financial-support>

Sample Calculation

Scenario:

Single Parent
4 Children
3 Bed house £750 monthly rent
Band B Council Tax
Monthly benefit cap £724.22

You could be **£1,139.41** *per month* better off in work

YOUR DETAILS	CURRENT INCOME	INCOME IN WORK	IMPACT
Gross Earnings	£0.00	£658.67	+ £658.67
Net Earnings	£0.00	£658.67	+ £658.67
Income From Child Benefit	£282.32	£282.32	= £0.00
Council Tax Support	£70.37	£0.00	- £70.37
Universal Credit	£1,384.41	£1,935.57	+ £551.16
Total Benefits	£1,737.10	£2,217.89	+ £480.78
Total Income	£1,737.10	£2,876.55	+ £1,139.45

Based on you working 16 hours per week and earning £9.50 per hour (estimate does not include travel costs). The amount you could be better off by may be lower once you have paid travel costs and your childcare costs of £0.00 per week. Help with childcare costs through Working Tax Credit or Universal Credit has been included in your benefit entitlement where relevant.

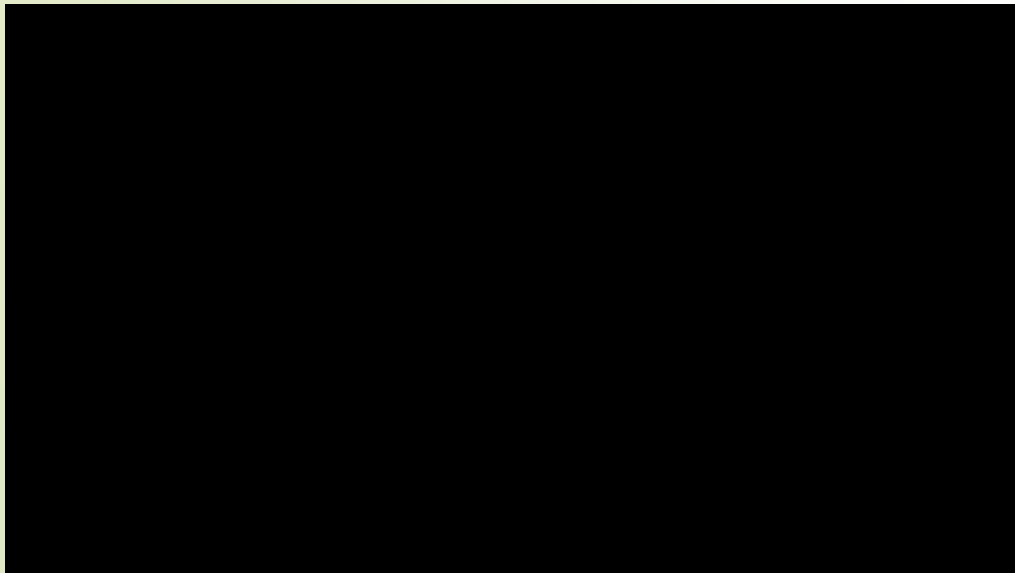
Financial
Assistance To
Remove Barriers
To Work At The
Jobcentre



Access To Work

To be eligible for Access to Work you must:

- ▶ have a disability or health condition (physical or mental) that makes it difficult for you to do parts of your job, or get to and from work
- ▶ be 16 or over
- ▶ live in England, Scotland or Wales
- ▶ have a paid job, or be about to start or return to one



"Access to Work helped the station implement adjustments to help me. Around five months after I'd lost my hearing, I was back and fully operational on the fire engine."

Steve Mintern,
Royal Berkshire Fire & Rescue Service



Flexible Support Fund

Flexible support Fund is a discretionary payment generally paid to improve employment prospects of most jobcentre benefit claimants.

Flexible Support Fund can be used for any of the following at discretion and within the eligibility rules:

- ▶ Training & education
- ▶ Childcare costs
- ▶ In work emergency payments
- ▶ Travel expenses for training, job interviews and starting work
- ▶ In certain circumstances for DBS checks

This list is not exhaustive and we would advise you to speak to a work coach to see if you qualify as it depends on your circumstances.

Low Value Provision (LVP)

Low Value Provision (LVP) is funding used to provide short, sharp training courses to Jobcentre claimants who have a job offer or need training to be able to compete for vacancies in the local labour market.

LVP is available for Jobcentre claimants from day 1 of their claim as long as they aren't participating in existing Jobcentre programmes.

Self Employment Support

If you are interested in being self-employed you'll get a mentor who'll give you advice and support to help you set up your business and start to trade through free government backed business support schemes such as **Greater Birmingham & Solihull Local Enterprise Partnership** <https://www.gbslepgrowthhub.co.uk/> who will support you with:

- Advice on starting a business
- Advice on how to grow your business
- Funding and finance advice
- Free training courses

You can also apply for a government **Start Up Loan** <https://www.gov.uk/apply-start-up-loan> between £500-£25000. You will also get free support and guidance to help write your business plan, and successful applicants get up to 12 months of free mentoring.

Workwise – discounted travel to work

You could get discounted travel to work (including apprenticeships) if you're:

- ▶ starting a new job after being unemployed or made redundant
- ▶ increasing your hours to 16 or more per week in a job you already have

You can travel by:

- ▶ nNetwork - tickets for bus, train and tram combined
- ▶ nBus - combined tickets for all bus operators
- ▶ National Express bus
- ▶ tram (West Midlands Metro)



Free Interview & Work Clothing

The following two organisations offer free interview and work clothing in Birmingham:

Suited for Success UK: providing interview preparation and FREE high-quality interview clothes, styling advice and presentation skills for unemployed men and women going for a job Interview. <https://www.suitedforsuccess.co.uk/>



Smart Works: providing personalised styling sessions with a complete outfit of high quality clothes and accessories for specific job interviews. <https://smartworks.org.uk/>

The logo for 'Smart Works' consists of the words 'SMART WORKS' in a white, bold, sans-serif font, centered within a solid blue rectangular background.

SMART WORKS

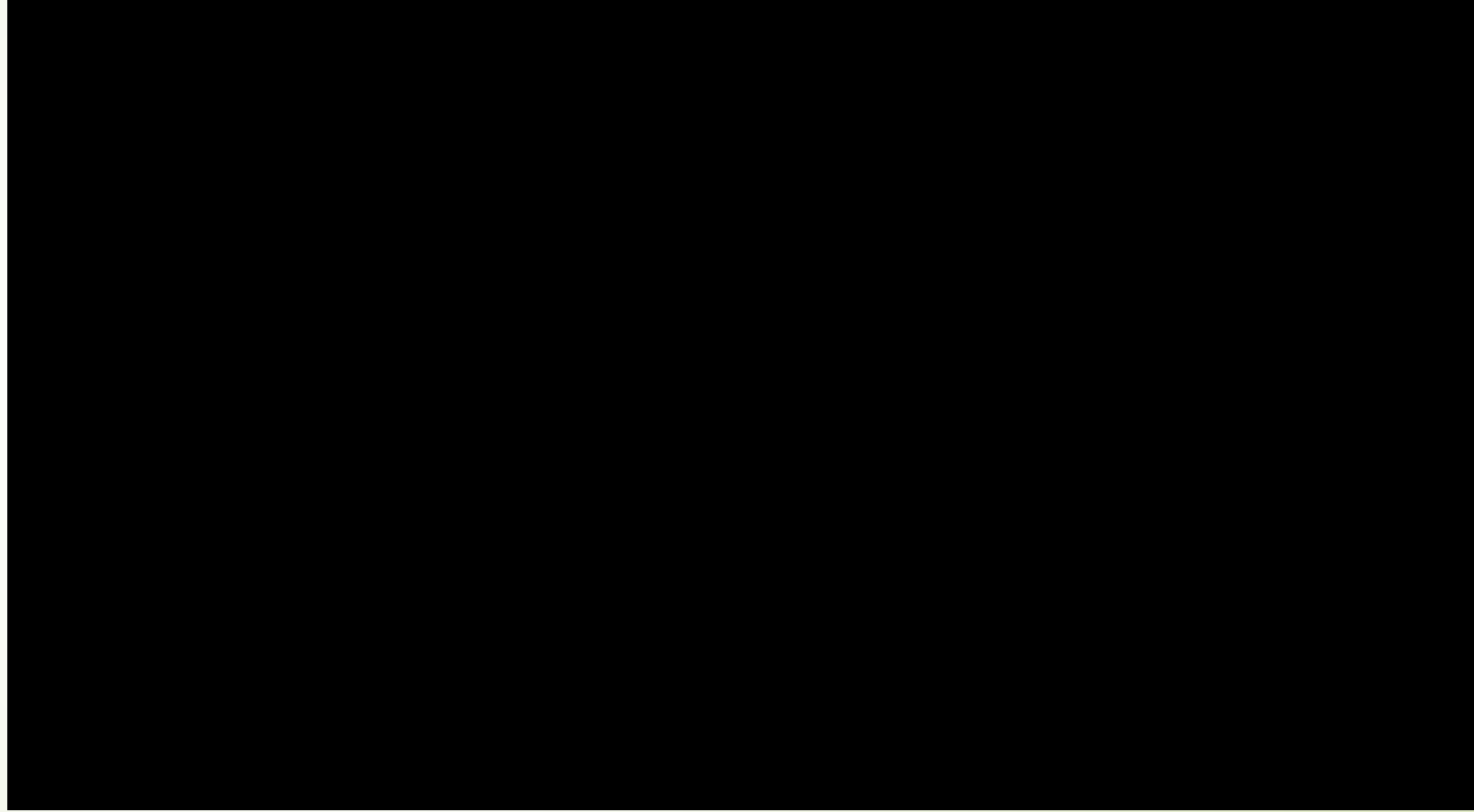
As well as the free clothing both organisations offer each client a one-to-one interview preparation and coaching session with an experienced HR professional or senior manager. The interview session focuses on increasing the awareness of own strengths, answering questions effectively and understanding what is expected at the interview.

IMPROVE
YOUR SKILLS!



National Careers Service

Help to make CV and getting a Skills Assessment using an online tool to identify your interests, motivations and preferences.



Mentoring Circles

Jobcentre Mentoring Circles can give you an opportunity to build your employability skills with the support of an employer mentor.

Mentoring Circles aim to increase your confidence, motivation and aspirations as well as your job search skills.

They're open to people aged 16-24 who are unemployed.



General Training Courses



Short 4-week course delivered locally by experienced Security professionals

GUARANTEED interviews with local Security companies on completion of course

FREE SIA TRAINING, LICENCE AND BADGE.

FULLY FUNDED TRAINING TO HELP YOU CHANGE CAREER AND WORK IN THE SECURITY INDUSTRY

- FULL SIA License
- FULL SIA Badge
- FULL L1 Diploma in Customer Service
- Static and Door Security roles available
- Initial hourly pay ranging from £9 - £12 per hour
- Guaranteed shifts, plus overtime available
- Vacancies throughout Birmingham, Wolverhampton, Stafford, Stoke and more

Eligibility Criteria:

- Aged 19+ as of 31/08/2020
- No unspent convictions
- Under threat of redundancy / made redundant in the last 3 months (evidence must be seen) OR
- Claiming any benefit OR earning less than £17,550 per annum
- Must be able to commit to full 4-week course
- Have legal right to remain/residency permit OR have been in the UK/EU/EE for the last 3 years OR meet other Refugee criteria (will be assessed before course start)



Gecko Programmes Ltd

For further details and to book yourself on to one of the upcoming courses contact the team on:

0121 794 1704

manjeet.panesar@geckoprogrammes.co.uk

Delivery will be at our office in Digbeth

WAS/30479

UC/WAS30479

Sense's Employment Programme



Sense's Employment Programme supports people who are blind and partially sighted in the following areas:

- Advice and Guidance on Job Searches
- Revise CV's, Cover Letter and Applications
- Identify Clients Skills and Aspirations
- Offer tips and guidance on interview techniques
- Support in finding Training Courses
- Information on the Access to Work process
- Accessible equipment advice and Technology Support, excluding purchasing of equipment, as individual or group sessions
- Review clients job searches
- Run Accredited Pre-Employment Courses
- Hold peer support job club sessions with external guest speakers
- Facilitate assisted job search sessions
- Work in conjunction with course providers to provide accredited courses such as Customer Service, Business Admin etc.



Basic Skills Training



....key to your success

ENGLISH FUNCTIONAL SKILLS QUALIFICATIONS

Do you need an English qualification to improve your CV, get a job, or apply for a College or University course? Would you like to boost your confidence in punctuation, spelling or reading?

If so, we can help. We understand that English skills are part of our everyday lives. If you need help writing your CV, completing a job application form or understanding what a leaflet is telling you, then gaining our nationally recognised English qualifications will help you apply your English skills in a practical way.

WHAT WILL I LEARN?

You'll cover subjects such as:

- Reading
- Writing
- Grammar and punctuation
- Spelling
- Vocabulary
- Speaking and listening

We'll help you gain the essential skills you need to make communicating easier at work and at home, and you'll get a qualification too.

HOW MUCH WILL IT COST?

Thanks to government funding, our English qualifications are free for most of our learners. We'll confirm this with you before you start.

HOW LONG WILL IT TAKE ME?

Learning with us is flexible, so how long it takes to gain your English qualification depends on how many hours a week you can spend on your learning. On average, it takes between one and three months to gain one of our English qualifications but we'll agree a target end date with you when you start.

IS AN ENGLISH QUALIFICATION RIGHT FOR ME?

When you enrol with us we'll first check which level of qualification you should be working towards. This could be entry level, level 1 or level 2. By doing this, it also means that you only do the courses you need to so you don't have to learn what you already know.

You can do different sized qualifications at each level, depending on your learning needs. This could mean your qualification might only need to cover a few subjects like spelling or writing. Or you may need to focus on a broader range of English topics.

WHAT SUPPORT WILL I GET?

By enrolling at our centre, you'll get face to face support from our friendly staff. You can still learn from home, work, or anywhere you have an internet connection.

HOW DO I GET STARTED?

Just call 0121 773 3410 or email info@enterkeytraining.com or visit our website www.enterkeytraining.com

Adult Skills

FOR WORK



Funded training courses for residents of Birmingham, Coventry, Dudley and Sandwell

Are you looking to increase your skills to obtain a better job? Thinking about a career change? Want to earn more?

Adult Skills for Work (ASW) provides funded and part-funded training for individuals in employment that are seeking to improve their skills in order to progress in their education, job role or career.

Expert advice

Serco delivers training through a network of high-quality local training providers. An expert skills adviser will talk to you about your career goals and develop a training programme specific to your needs.

What will it cost?

Adult Skills for Work is funded by West Midlands Combined Authority (WMCA), which means that training will either be fully funded (no cost) or part-funded (some contribution to course costs may be required depending on eligibility and prior learning). Get in touch with Alex Johnson on 07458 144 622 to find out more!

WHAT'S ON OFFER?

- ▶ Recognised accredited qualifications and training courses.
- ▶ Training to improve your skills to meet future challenges or skills shortages.
- ▶ Training to gain new skills, support career development or a career change, or to improve progression opportunities in current job role.
- ▶ Training can cover a wide range of subjects and will be tailored to your needs.
- ▶ Training can be delivered flexibly so learners can access training outside of working hours.
- ▶ Re-training opportunities to develop new skills and improve earning potential.
- ▶ 1-2-1 tutor support and additional learning support if required.
- ▶ Funded L3 course in Coding or Cyber Security For these 2 selected courses – you must be aged 24+ and must not possess a Level 3 qualification, but can be either employed or unemployed.
- ▶ Training focuses on:
 - Business & Professional Services
 - Engineering & Advanced Manufacturing
 - Health & Social Care
 - Functional Skills
 - Warehousing
 - Digital
 - Construction

Eligibility

- In order to qualify, the learner must:
- Be employed full or part-time, on a zero hour contract or self-employed
 - Be eligible to work in the UK – evidence will be required
 - Be aged 19+ (no upper age restriction)
 - Live within Birmingham, Coventry, Dudley and Sandwell
- *additional criteria may apply

For more information contact: Alex Johnson, Partnership Coordinator
07458 144 622 · alex.johnson@serco.com · adultskills@serco.com · www.serco-asw.com



Sector-Based Work Academies

BMet are offering a sector based work academy training course which is suitable for claimants who are looking for work in **Customer Service/Finance** Sectors as detailed below.

Four weeks' course includes - Three weeks of ONLINE pre-employment training with BMet, followed by one week of work experience with the **Sigma Financial group**.

Pre-employment training is 3 weeks = 15 days (Monday – Friday)

Work experience is 1 week = 5 days (Monday – Friday)

Guaranteed Job Interview

Dependent on completion of pre-employment training and successful work experience. Completed on final Friday of 4 week programme (last day of work experience)

Qualification/s to be gained:

- *OCN Entry 3 Certificate in Digital Skills*
- *Highfield Level 1 Diploma in Work Related Studies for the Customer Service Sector.*
- *Sector Gateway Employability – (Bespoke Sigma)*

Do you have
any questions?

**Thank you
for listening**

