



A Guide to Volunteering While on Benefits

DWP Department for
Work and Pensions

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SECTION 1

Introduction – Why volunteer?



Nearly 28 million people in the UK have recently been involved in some sort of volunteering – and that number is growing all the time. In the past, some people have been put off volunteering because they've been worried that it might affect their benefit. The Department for Work and Pensions and the Department for Social Development in Northern Ireland have produced this booklet to help you understand how you can become a volunteer while on benefit.

How volunteering could help you:

Volunteering can:

- give you the chance to pass on your skills and experience
- give you the chance to learn new skills
- improve your confidence
- show employers that you can show commitment
- provide a talking point at job interviews
- help you to learn new ideas from others
- give you new contacts
- help you to find out about different jobs
- help you to get involved with your community
- help you to get back to work.

SECTION 2

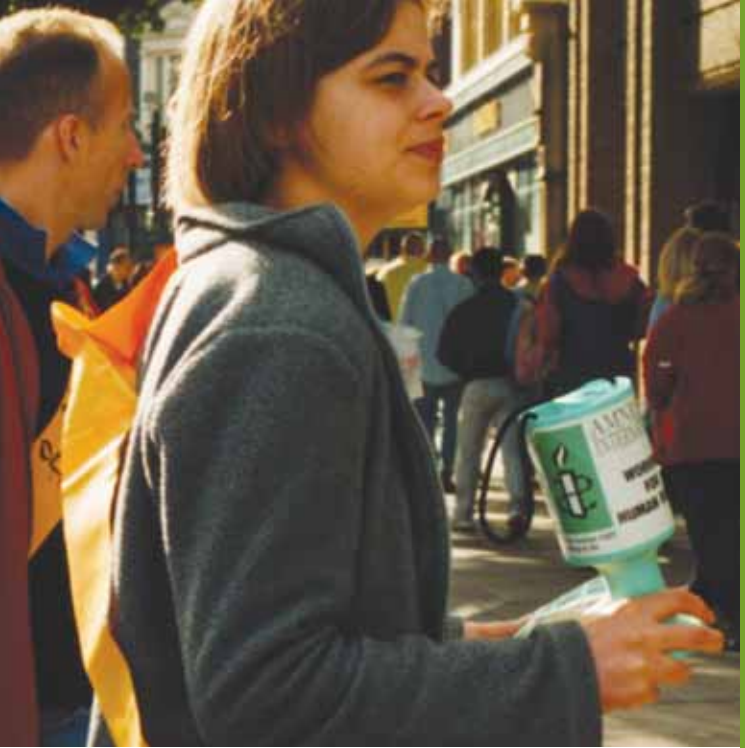
What counts as volunteering?

Volunteering can include being a good neighbour, helping charities or other not-for-profit organisations, or helping your community. When it comes to claiming benefits, the Department for Work and Pensions¹ defines a volunteer as a person who is:

- not given any money, apart from their expenses
- not legally obliged to volunteer
- doing something for a not-for-profit organisation
- doing something for someone who is not a family member².

If you get any money for volunteering, apart from your expenses, it will be treated as income. Depending on which benefit you are getting, the Department for Work and Pensions¹ may take that money into account when they work out your benefit.

¹*The Social Security Agency in Northern Ireland.*



²For social security purposes, this is defined as being: a member of a couple, parent, step-parent, grandparent, parent-in-law, son, step-son, son-in-law, daughter, step-daughter, daughter-in-law, brother, sister, grandchild, (or if any of the preceding persons is one member of a couple, the other member of that couple).

It's not volunteering if you are:

- helping a member of your own family³
- getting more than just your expenses
- under contract to do it.

Remember, for benefit purposes, a person who is paid for their time isn't a volunteer.

Everyone is different, so this information is meant as a guide. If you are receiving Jobseeker's Allowance, Income Support or Incapacity Benefit, you should always talk to your personal adviser before you start volunteering and if you have any questions at any stage.

³If you are caring for someone in your family full time, you can check that you are receiving all the benefits you might be entitled to by calling the Benefit Enquiry Line. See Section 8, 'More useful contacts' for details.

Volunteer's checklist

If you are claiming Jobseeker's Allowance, Income Support or Incapacity Benefit, your personal adviser might ask you the following questions:

- Who do you want to volunteer for?
- Where will you be volunteering?
- Are you volunteering to help a member of your family?
- How many hours a week will you be doing, and when?
- What kind of volunteering will you be doing?
- How could this help you to get a job?
- Would someone normally be paid for doing this work?

If you are claiming Jobseeker's Allowance:

- Can you still:
 - attend an interview within 48 hours of being asked?
 - start work within a week of being offered a job?
- Have you told the place where you want to volunteer that you're on benefits, and might need to attend interviews, or take a job, at a week's notice?
- Will Jobcentre Plus⁴ be able to contact you, when you're volunteering?

⁴*The Social Security Agency in Northern Ireland.*

SECTION 3

Volunteering while claiming benefits – the basic rules

The basic rules

- You can volunteer for *as many hours as you want*, as long as you still meet the conditions to get your benefit or tax credit.
The old rule that you could only volunteer for 16 hours a week no longer applies.
- You can generally be refunded for your expenses by the organisation you are volunteering for without it affecting your benefit or credit. For tax credit purposes, any expenses you get for doing voluntary work will usually be disregarded when it comes to working out your income.

If you are getting an income-related benefit, like Income Support, Jobseeker's Allowance, Council Tax Benefit or Housing Benefit, then you must declare any payment, payments in kind, or expenses you receive for doing voluntary work. You will also need to keep all your receipts, to back up your claim.

In Section 5, we list the main benefits and credits, and what you need to know if you want to volunteer while claiming them.

Remember, this leaflet is only a general guide and not a full and authoritative statement of the law.

We have made every effort to make sure that the information in this leaflet is correct at the date shown on the back of this guide. However, changes in the rules may make the leaflet less accurate over time.

If you want to volunteer and you are claiming benefits you should discuss this with a benefits adviser before you start to volunteer.

If you are claiming tax credits, contact HM Revenue and Customs.

If you are claiming Housing Benefit or Council Tax Benefit, contact your Local Authority⁵.

You'll find contact details in Section 8, 'More useful contacts'.

⁵*The Northern Ireland Housing Executive or Rate Collection Agency in Northern Ireland.*

SECTION 4

Expenses

As a volunteer, you can be given back any reasonable expenses that you have as a direct result of volunteering. Depending on your circumstances, expenses might be things like:

- the bus or train fare if you need to travel to or from your volunteering
- the cost of your accommodation, if you need to be away from home overnight.

If your benefit is being paid by Jobcentre Plus⁶, you must declare all of your expenses to Jobcentre Plus. Remember to keep all your receipts for expenses, to back up your claim.

If you are claiming Income Support, Jobseeker's Allowance, Incapacity Benefit, Housing Benefit, Council Tax Benefit or Pension Credit, you must report any payments you get over and above your expenses.

⁶*The Social Security Agency in Northern Ireland.*



Remember, for benefit purposes, a person who is paid for their time isn't a volunteer.

If you get anything more than your expenses, we will treat *everything* that you get paid as 'earnings', but we may still be able to ignore some of your expenses, depending on what they are for.

If your benefit is being paid by Jobcentre Plus, talk to your personal adviser before you start volunteering. They'll be happy to advise you on whether volunteering might affect your benefits.

See Section 6 to find out what allowances are available for full-time volunteering.

Frequently Asked Questions – Expenses

Q: Does my normal lunch count as an expense?

A: Yes, a reasonable refund for the cost of any meal taken while you are volunteering will be treated as an expense and ignored.

Q: If volunteers are paid their expenses in advance, will it affect their benefits?

A: No.

Q: I'm still living with my parents. If I volunteer, will it affect their benefits?

A: No, as long as you are only being given your expenses, and nothing more.

Q: What happens to my benefits if I'm being paid 'pocket money' for volunteering?

A: If you are being paid 'pocket money' over and above your expenses, you aren't volunteering.

If you or your partner are getting Income Support or Jobseeker's Allowance, any 'pocket money' you get will be taken into account in full.

Q: What happens if I'm given a 'payment in kind' as a volunteer?

A: Before accepting any payments in kind, you should talk to Jobcentre Plus⁷, as it could affect your Income Support or Jobseeker's Allowance.

⁷The Social Security Agency in Northern Ireland.

Notional earnings

Choosing not to be paid for your work is not the same as volunteering. If you are receiving an income-related benefit, (like Income Support, Jobseeker's Allowance, Housing Benefit or Council Tax Benefit), we might treat the wage that you would otherwise have been paid as 'notional earnings'. This could affect your benefits⁸.

If you are claiming Child Tax Credit, and/or Working Tax Credits, then HM Revenue and Customs might apply a similar rule.

Each case is decided on its own merits, but the difference between a 'work opportunity' and a 'voluntary opportunity' normally depends on:

- Whether your voluntary activity is helping society, or your community, in some way
- Whether you are working for a registered charity, or another similar not-for-profit organisation
- Whether the organisation would normally be expected to pay someone to do the same kind of work.



⁸The rules on Notional Earnings are different for New Deal for Lone Parents (NDLP) customers. If you are on NDLP, please contact your personal adviser.

SECTION 5

The A-Z of main benefits

Carer's Allowance

Volunteering within the UK shouldn't affect your Carer's Allowance, as long as you are still caring for a disabled person, who is getting a qualifying benefit, for at least 35 hours a week.

The disabled person must be getting: Attendance Allowance; Disability Living Allowance at the middle or highest rate for care; or Constant Attendance Allowance at or above the normal maximum, or basic (full day) rate.

However, if your voluntary work will take you abroad for more than four weeks, you should talk to the Carer's Allowance Unit⁹, as it could affect your benefit.

Child Tax Credit

The amount of Child Tax Credit you get is based on your income. You can claim it whether or not you are in work, as long as you (and your

⁹*The Social Security Agency in Northern Ireland.*



spouse or partner, if you have one), are responsible for a child or qualifying young person, who normally lives with you.

Volunteering shouldn't affect the amount of Child Tax Credit you get.

Council Tax Benefit (not applicable in Northern Ireland)

You normally get Council Tax Benefit if you get Jobseeker's Allowance, Income Support, or Pension Credit – or if you are otherwise on a low income.

Volunteering shouldn't affect your Council Tax Benefit, as long as you follow the basic rules defined in Section 3 of this Guide.

You must let your local authority know when you start volunteering, and also tell them about any expenses you may be getting.

See also: Permitted work

Disability Living Allowance

Volunteering shouldn't affect your Disability Living Allowance if you live in the UK. However, if your care or mobility needs have changed, you must tell the Disability and Carers Service¹⁰.

You also have to tell the Disability and Carers Service if you want to volunteer abroad for more than six months. Unless you are going abroad specifically for medical treatment,

¹⁰*The Social Security Agency in Northern Ireland.*

you can only continue to get Disability Living Allowance for the first six months of a temporary absence abroad.

Educational Maintenance Allowance

The Educational Maintenance Allowance¹¹ is **not** a benefit administered by Jobcentre Plus.

Volunteering shouldn't affect your Educational Maintenance Allowance, as long as you are still meeting the terms of your learning contract, which sets out what is expected of you in terms of attendance, coursework and progress.

For more details, see Section 8, 'More useful contacts'.

¹¹In England, the Educational Maintenance Allowance is a weekly allowance of up to £30 a week which is intended to help young people stay on in education or training after school leaving age. Young people can get an Educational Maintenance Allowance if their household income is £30,810 or less, and they intend to either start a full-time further education course at a school or college, or take part in a Learning and Skills Council funded 'Entry to Employment' or programme-led pathway to Apprenticeship.

Housing Benefit

You normally get Housing Benefit if you are getting Jobseeker's Allowance, Income Support or Pension Credit, or if you are otherwise on a low income.

Volunteering shouldn't affect your Housing Benefit, as long as you follow the basic rules defined in Section 3 of this Guide.

You must let your local authority¹² know when you start volunteering, and also tell them about any expenses you may be getting.

See also: Permitted work

Incapacity Benefit

Volunteering shouldn't affect your Incapacity Benefit, as long as you follow the basic rules outlined in Section 3 of this Guide, and can still attend a Work Focused Interview, when required to by Jobcentre Plus¹³.

You must let Jobcentre Plus¹³ know when you start volunteering, and also tell them about any

¹²*The Northern Ireland Housing or Rate Collection Agency Executive in Northern Ireland.*

¹³*The Social Security Agency in Northern Ireland.*

expenses you may be getting. Jobcentre Plus¹³ will ask you to fill in a form, giving some basic details about your volunteering opportunity.

The old rule that you could only volunteer for 16 hours a week no longer applies, because volunteering has been recognised as a good way to build confidence and gain work-related skills.

See also: Permitted work

Income Support

Volunteering shouldn't affect your Income Support, as long as you follow the basic rules outlined in Section 3 of this Guide, and can still attend a Work-Focused Interview, when required to by Jobcentre Plus¹³.

You must let Jobcentre Plus¹³ know when you start volunteering, and also tell them about any expenses you may be getting. Jobcentre Plus will ask you to fill in a form, giving some basic details about your volunteering opportunity.

See also: Permitted work

Jobseeker's Allowance

Volunteering shouldn't affect your Jobseeker's Allowance, as long as you:

- are still available for work
- are still actively seeking a full-time job, and
- follow the basic rules defined in Section 3 and Section 4 of this Guide.

This means that you will be:

- looking for full-time, paid work of at least 40 hours a week (unless exceptions apply)
- willing and able to attend a job interview at 48 hours' notice, and
- willing and able to take up a job at one week's notice.

You must let Jobcentre Plus¹⁴ know when you start volunteering, and also tell them about any expenses you may be getting. Jobcentre Plus¹⁴ will take some basic details about your volunteering opportunity.

¹⁴*The Social Security Agency in Northern Ireland.*

Frequently Asked Questions – Jobseeker's Allowance

Q: What happens if I want to go on a training course, or residential placement, as part of my volunteering?

A: You should talk to your local Jobcentre Plus¹⁴ office before you go, as it could affect your benefits.

Q: Can I do volunteer work abroad?

A: In most instances, you can't. If your volunteering takes you outside of the UK, you cannot be paid Jobseeker's Allowance while you are abroad.

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

A: In these circumstances, Jobcentre Plus¹⁴ will usually close your claim for Jobseeker's Allowance.

Q: Are there any exceptions to the 'no volunteering abroad' rule?

A: An exception might be made for volunteers who are participating on a Jobcentre Plus¹⁴ programme.

You may be able to continue to receive

Jobseeker's Allowance for up to four weeks. You should talk to your personal adviser beforehand, to ensure that your payments won't be affected.

Q: I'm participating in an Employment Zone. Will volunteering affect my benefit?

A: It could do. If you're currently receiving Jobseeker's Allowance then your participation on the Employment Zone programme is mandatory.

Failure to participate could affect your benefit. If you want to start volunteering, you should first discuss it with your Employment Zone personal adviser, and agree with them how your volunteering could fit into your Employment Zone action plan.

If you are a lone parent getting voluntary help from an Employment Zone personal adviser, you should discuss the benefits of volunteering with them.

¹⁵*District Councillors in Northern Ireland.*

¹⁶*The Social Security Agency in Northern Ireland.*

Jobseeker's Allowance and Local Authority Councillors¹⁵

Q: Can I still get Jobseeker's Allowance if I am a Local Authority Councillor¹⁵?

A: Yes. Councillors can be paid Jobseeker's Allowance as long as they are available for, and actively seeking, work. The time a councillor spends on their duties won't count as paid work.

Q: Can I still get benefit if I'm being paid a basic allowance?

A: The basic allowance is earnings. It is payable to all councillors for the time they devote to their work, and to cover costs for which no other payment is made, for example, the use of a councillor's home and telephone.

Basic allowances are paid at a flat rate, and can be paid either in a lump sum, or by instalments.

The amount actually used for expenses will vary in each case.

If you are being paid a basic allowance, you should talk to Jobcentre Plus¹⁶, as it could affect the amount of benefit you are entitled to.

Jobseeker's Allowance and part-time fire-fighters/member of a lifeboat crew

Q: I'm a part-time fire-fighter/member of a lifeboat crew. How will performing my duties affect my Jobseeker's Allowance claim?

A: While you are performing your part-time duties, Jobcentre Plus¹⁷ will still treat you as though you are actively seeking and available for work.

Jobcentre Plus¹⁷ will automatically consider that you have 'good cause' if as a result of performing your duties, you fail to:

- attend a compulsory training scheme or employment programme
- apply for, or accept a place on, a properly notified, compulsory training scheme or employment programme
- take up an offer of a place on a compulsory training scheme or employment programme.

¹⁷*The Social Security Agency in Northern Ireland.*

Q: Will getting a 'bounty payment' affect my benefits?

A: It might do. If you are being paid a 'bounty payment', you should talk to Jobcentre Plus¹⁷, as it could affect the amount of benefit you are entitled to.

Jobseeker's Allowance and auxiliary coastguard/member of the Reserved Forces¹⁸

Q: I'm part of the auxiliary coastguard/ member of the Reserved Forces. How will performing my duties affect my Jobseeker's Allowance claim?

A: Auxiliary coastguard/members of the Reserved Forces can still be paid Jobseeker's Allowance as long as they are still available for, and actively seeking, work. The time they spend on their duties won't count as paid work.

¹⁸In Northern Ireland, Police Service of Northern Ireland Reserves and certain army personnel on part-time service are also included.

National Insurance Credits and Home Responsibilities Protection

If you are getting a benefit such as Incapacity Benefit, Jobseeker's Allowance or Carer's Allowance, then you will usually get National Insurance Credits, and they shouldn't be affected by your volunteer work.

There are no National Insurance Credits available specifically for volunteers.

Sometimes, you can still get National Insurance Credits even if you don't get any benefit. This is the case, for example, if you are registered as being actively seeking, and available for work; or if you can't work because of illness or disability.

If you're eligible for Home Responsibilities Protection, for example, because you are getting Child Benefit for a child under 16, volunteering shouldn't affect it.

Pension Credit

Volunteering within the UK shouldn't affect the amount of Pension Credit you are entitled to. However, if your voluntary work takes you abroad for more than four weeks at a time, your Pension Credit could be stopped.

Permitted work

If you get benefits because you are incapable of working, you can still do 'permitted work'.

This is work where you can be paid up to and including £20 a week, for an unlimited time.

In some circumstances, you might be able to work and earn more than this amount, as long as you aren't working for 16 hours or more each week.

You can carry on getting Incapacity Benefit or Severe Disablement Allowance while doing permitted work, without it affecting your benefit.

If you get Income Support, Housing Benefit or Council Tax Benefit, then depending on how much you are earning, your benefit might be reduced.

Permitted work rules only apply to *paid* work. If you are an unpaid volunteer – as described in Section 2 of this Guide – the permitted work rules won't apply to you.

However, if you are being paid for more than just your expenses, you will be treated as though you are working.

Working Tax Credit

You have to be working for payment, and working for a minimum number of hours a week to claim Working Tax Credit.

If you, or your spouse or partner, are responsible for a child or young person – or if you have a disability which puts you at a disadvantage in getting a job – you must work at least 16 hours a week. Otherwise, you must be aged 25 or over, and be working for at least 30 hours a week.

Volunteering, where you are only being paid your expenses, does not count towards this weekly minimum.

If you do some volunteering in addition to your paid job, it shouldn't affect the amount of Working Tax Credit you get.

SECTION 6

Full-time volunteering

There are a number of full-time volunteering programmes in the UK which often give volunteers allowances of around £60 a week.

For example, if you are aged between 16 and 25, then you could be eligible for the new, full-time volunteering programmes for young people being run by the new youth volunteering charity, v and Project Scotland.

Anyone accepted on a full-time v approved volunteering programme will get:

- a weekly allowance of around £60 a week, to cover basic travel and living costs, for up to nine months
- access to accommodation, if they have to live away from home while they are on the programme
- the chance to link their volunteering to a qualification, or a Youth Achievement Award.



Frequently Asked Questions – Full-time volunteering programmes

Q: Can I get an allowance and receive other benefits?

A: Not for most benefits.

The exceptions are Disability Living Allowance and Carer's Allowance.

If you are getting Disability Living Allowance, you can get the allowance without it affecting your existing benefit.

If you are getting Carer's Allowance, you will still need to be caring for a disabled person for at least 35 hours a week. So it's unlikely

that you have time to take up a full-time volunteering placement.

Q: Can I participate on a full-time volunteering programme if I'm in full-time education and already receiving an Educational Maintenance Allowance?

A: Anyone doing a full-time volunteering programme is usually required to commit at least 30 hours a week to it. So if you are in full-time volunteering, it's unlikely that you'd be able to meet the terms of your learning contract, which sets out what is expected of you in terms of attendance, coursework and progress.

Your school, college or training provider has the right to stop a payment from your Educational Maintenance Allowance if you aren't keeping to the terms of your contract.

However, if you're at university or college, you could still take up a full-time volunteering opportunity during your summer break.

Q: Can I participate on a full-time volunteering programme if I'm already claiming Jobseeker's Allowance?

A: If you choose to participate in a full-time v approved volunteering programme, you will

not usually be able to continue to claim Jobseeker's Allowance, as you might not be able to fulfill the necessary criteria such as actively seeking work.

You will need to come off Jobseeker's Allowance and receive the weekly allowance instead. In other cases, you will still need to consult your Jobcentre Plus adviser.

Q: If I have to come off Jobseeker's Allowance, what will happen to my other benefits, like Housing Benefit?

A: If you were previously receiving Housing Benefit, you may still be able to claim it - see your Jobcentre Plus personal adviser for more details.

If you are on a full-time v approved programme you may also be able to apply to the v programme for discretionary help.

Q: If I come off Jobseeker's Allowance to participate on a full-time volunteering programme, once it's finished will I have to wait before I can start claiming Jobseeker's Allowance again?

A: If your circumstances haven't changed, and you are making a new claim within 12 weeks of the last day you were entitled

to Jobseeker's Allowance, then you might be able to use the 'Rapid Reclaim' process.

For more details about Rapid Reclaim, call the Benefits Helpline or visit the Jobcentre Plus¹⁹ website.

Q: Can I participate on a full-time volunteering programme if I'm already claiming Incapacity Benefit or Income Support?

A: Yes. If you are getting either Incapacity Benefit or Income Support, your existing benefit shouldn't be affected, but you won't be able to get the additional allowance.

If you are getting Incapacity Benefit, ask your personal adviser if the permitted work rules can help you.

Q: Will doing a residential placement away from home affect my benefit?

A: If you are currently getting Housing Benefit, Council Tax Benefit or help from Income Support for your housing costs, you can live away from home for up to 13 weeks and still be paid.

¹⁹*The Department for Social Development website in Northern Ireland.*

If you're away from home for more than 13 weeks, these benefits will stop.

To get Carer's Allowance, you have to be caring for a disabled person for at least 35 hours a week. It's unlikely that you will be able to do a residential placement away from home and continue to get benefit.

Q: Do I have to pay tax or National Insurance on an allowance?

A: Not if it's your only source of income.

Q: If I was getting the allowance, would I be eligible for Tax Credits?

A: You don't have to be working to claim the Child Tax Credit.

However, for the Working Tax Credit, you have to be doing paid work for a minimum number of hours a week, and voluntary work wouldn't normally count.

See Section 5 for more details.

Q: Can I get the allowance if I'm already working?

A: Yes – but if it takes your income above the personal allowance limit, you may have to pay tax on it.

SECTION 7

Getting started

If you would like more information about helping as a volunteer, or about organisations in your area which involve volunteers, contact your local Volunteer Centre or Volunteer Development Agency.

For centres in England:

Volunteering England,

Regents Wharf,

8 All Saints Street,

London N1 9RL

Tel: 0845 305 6979

Internet: www.volunteering.org.uk

E-mail: volunteering@volunteeringengland.org

For centres in Scotland:

Volunteer Development Scotland,

Stirling Enterprise Park,

Stirling FK7 7RP

Tel: 01786 479 593

Internet: www.volunteerscotland.org.uk

Email: vds@vds.org.uk



For centres in Wales:

Wales Council for Voluntary Action,
Baltic House, Mount Stuart Square,
Cardiff CF10 5FH

Tel: 0870 607 1666

Internet: www.volunteering-wales.net

Email: help@wcva.org.uk

For centres in Northern Ireland:

Volunteer Development Agency (NI),
4th Floor, 58 Howard Street,
Belfast BT1 6PG

Tel: 0800 052 2212

Internet: www.volunteering-ni.org

Email: info@volunteering-ni.org

For general enquiries on volunteering you may wish to contact some of the following:

do-it.org.uk

A website devoted to all aspects of volunteering. The database of over 500,000 opportunities is constantly updated with data from around 350 volunteer centres and 250 national charities.

Email: info@do-it.org.uk

Internet: www.do-it.org.uk

Millennium Volunteers

This is an initiative that aims to give all young people between the ages of 16 and 24 a structured approach to volunteering, whatever their background.

Internet (England): www.mv-online.gov.uk

Internet (Scotland): www.mvscotland.org.uk

Internet (Wales): www.wcva.org.uk

Internet (Northern Ireland):

www.volunteering-ni.org/youth.asp



ProjectScotland

ProjectScotland connects young Scots between the ages of 16 and 25 to a range of full-time volunteering opportunities, ranging from three to twelve months.

Tel: 0845 841 6225

Internet: www.projectscotland.co.uk

v

v is the new charity formed in May 2006 to generate new volunteering opportunities in England for people between the ages of 16 and 25.

Internet: www.wearev.com

SECTION 8

More useful contacts

For more details about the benefits administered by Jobcentre Plus and The Social Security Agency, visit:

Jobcentre Plus or The Social Security Agency websites

Internet (for Great Britain):

www.jobcentreplus.gov.uk

Internet (for Northern Ireland):

www.dsdni.gov.uk/index/ssa

If you are sick, disabled or a carer, for general advice about benefits contact:

Benefit Enquiry Line (Freephone)

Tel: 0800 882 200 (for Great Britain)

Tel: 0800 220 674 (for Northern Ireland)

Textphone: 0800 243 355 (for Great Britain)

Textphone: 0800 243 787 (for Northern Ireland)

Great Britain – Lines are open 8.30am to 6.30pm Monday to Friday, and 9am and 1pm on Saturday.



Northern Ireland – Lines are open 9am to 5pm Monday to Wednesday and Friday and 10am to 5pm on Thursday.

For advice about the Child Tax Credit and Working Tax Credit contact:

HM Revenue & Customs Tax Credits Helpline

Tel: 0845 300 3900 (for Great Britain)

Tel: 0845 603 2000 (for Northern Ireland)

Internet: www.hmrc.gov.uk/taxcredits

For more information about the financial help available for people in further education contact:

England

Educational Maintenance Allowance Helpline

Tel: 0808 101 6219

Internet: www.direct.gov.uk/youngpeoplefinance

Wales

National Assembly for Wales

Tel: 029 2082 5111

Internet: www.learning.wales.gov.uk

Scotland

Students Awards Agency for Scotland

Tel: 0845 111 1711

Internet: www.saas.gov.uk

Northern Ireland

Department of Employment and Learning

Tel: 028 9025 7538

Internet: www.delni.gov.uk

For independent advice about benefits you may wish to contact some of the following:

advice^{UK}

advice^{UK} is the UK's largest support network for free, independent advice centres.

Tel: 020 7407 4070

Internet: www.adviceuk.org.uk

Citizens Advice

Citizens Advice helps people resolve their money, legal and other problems. Trained volunteers provide free information and advice from over 3,200 locations.

Tel: 0845 1264 264

Internet: www.citizensadvice.org.uk

Disability Alliance

Disability Alliance publishes the Disability Rights Handbook, and is regarded as one of the leading authorities on social security benefits for disabled people.

Tel. (and Textphone): 020 7247 8776

Internet: www.disabilityalliance.org

This leaflet is available
in Welsh.

The information in this leaflet
is available in large print,
Braille, audio cassette,
easy read and the following
languages: Arabic, Bengali,
Chinese, Gujarati, Punjabi,
Somali, Urdu and Vietnamese.

*For details, contact Jobcentre
Plus or The Social Security
Agency in Northern Ireland.*

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DWP Department for
Work and Pensions