



REDUNDANCY

WHAT YOU NEED TO KNOW

FCH0407

DEVELOPING HOMES AND CREATING OPPORTUNITIES
FOR PEOPLE WITHIN WEST NORFOLK



We understand that being made redundant, or even just being told it might happen, can be a worrying and challenging time for our tenants.

This leaflet contains information about what support and advice you can access, as well as provide information about what benefits you may be able to claim.

If you have any questions, which are not covered in this leaflet or are concerned about how your circumstance could impact your rent payments then please call 03332 404444.



Where can you get help to find another job?

- The [jobhelp.campaign.gov.uk](https://www.jobhelp.campaign.gov.uk) website provides a wide range of help and advice.
- If you are disabled, there may be extra help available, please visit www.gov.uk/access-to-work.
- You can use the free 'Find a job' service (available 24 hours a day, 7 days a week). Create and manage your own online account as well as tailoring your job search preferences to suit the jobs you are looking for. You can also create a profile, upload your CV and receive email alerts to new and existing jobs held by the service. Remember, your CV is important as it is often your first opportunity to make a good impression on an employer.

Other places to look for jobs

- Company websites. Many employers do not advertise their vacancies but have a vacancies section on their website where you may be able to apply online.
- Newspapers and trade journals.
- Word of mouth. Speak to your family and friends to ask if they know of any vacancies.
- Social media. Look on social media sites such as Facebook, Twitter or LinkedIn. And like or follow employers you may like to work for.

How can you improve your skills?

- For information to help you plan your career, build a CV and find a job you can use the [gov.uk](https://www.gov.uk/skills-and-training) skills and training website
- You may consider voluntary work to help you get new skills. Find out what is on offer by visiting www.gov.uk/volunteering.
- If you are considering a change in career or want to understand your finances, the mid-life MOT is available by visiting www.yourpension.gov.uk/mid-life-mot. It is an online signposting package to help you plan for important changes. It can act as a useful stocktake to encourage better planning around the areas of work, finances and health. The work and skills section of the mid-life MOT can signpost you to the support you need to return into employment.
- Seetec offers opportunities through courses and recruitment training, right through to helping with writing a CV. For more information visit www.seetec.co.uk

What benefits can you claim?

You can use the Entitled To benefit calculator to see what you can claim by visiting www.Entitledto.co.uk

If you have been made redundant you should be able to claim one of the following benefits:

- New style Jobseekers Allowance – for more information visit www.gov.uk/guidance/new-style-jobseekers-allowance
- New style Employment Support Allowance - for more information visit www.gov.uk/guidance/new-style-employment-and-support-allowance
- Universal Credit – for more information visit www.understandinguniversalcredit.gov.uk

How can I apply for Universal Credit?

You can apply for Universal Credit by going onto the Gov.uk website – www.gov.uk/apply-universal-credit

You will need to create an account by following the steps on screen and then once you have set up an account you can then make a claim.

If you do not have internet access and will struggle to complete the online application you can contact the Universal Credit helpline on **0800 328 5644**.

Can I get support making my Universal Credit claim?

The Citizen's Advice 'Help to Claim' service can help you with the early stages of your Universal Credit claim. You can talk to them on the phone or web chat.

Help to Claim Advisors can help you:

- work out if you can get Universal Credit
- fill in the Universal Credit application
- prepare for your first Jobcentre appointment
- check your first payment is correct

Find out more at www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/ or you can contact an adviser through the free Help to Claim phone service. Advisers are available 8am to 6pm, Monday to Friday:

England: **0800 144 8 444**

Finishing work & applying for Universal Credit - When should I apply?

It can sometimes be better for the claimant to delay making their claim for Universal Credit until after they have received their final payments from work, but it all depends on their personal circumstances, the payment/s they are due and when these are due to be paid.

When someone stops work and claims Universal Credit, their final earnings could affect the amount of Universal Credit they are entitled to depending on when it is paid.

Example: Any holiday pay or wages paid after termination of employment (if paid after a claim is made for Universal Credit) will count as earnings and affect the amount of Universal Credit paid.

If you are unsure please contact us on **03332 404444** before you claim.

I am not entitled to claim Universal Credit due to savings/ partner's income - can I claim New Style JSA?

Jobseeker's Allowance (JSA) is a benefit for people who are not in full time employment (ie they work less than 16 hours per week), are capable of working, and are looking for work.

New-Style Jobseeker's Allowance is based on the claimant's NI contributions.

New-Style Jobseeker's Allowance is not means-tested. So where someone is not entitled to any Universal Credit (a means-tested benefit), eg. due to having savings of more than £16,000 or due to the amount of their partner's earnings, they may still be entitled to New-Style Jobseeker's Allowance, as savings or their partner's income won't count.

How can I make my claim for New Style JSA?

Claims can be made online by going to the Gov.UK website, go down the page and click on “Claim JSA online” or on the phone by calling Jobcentre Plus to make a claim on **0800 055 6688**.

I am going to struggle to pay my rent this week and I am in rent arrears – What should I do now that I have lost my job?

Contact your Income Advisor by calling **03332 404444**.



**If you still have questions about the
information on this leaflet, please call your
Income Advisor on 03332 404 444**

**IF YOU NEED ANY HELP TO UNDERSTAND
THIS LEAFLET PLEASE GET IN TOUCH**

Freebridge Community Housing
Juniper House
Austin Street
King's Lynn
Norfolk PE30 1DZ

Email: enquiries@freebridge.org.uk

Main Switchboard Telephone: 03332 404 444

Office Opening Hours:

8:45am - 5.15pm (Mon-Thurs)

8:45am - 4.45pm (Fri)

Bank Holidays, Saturday and Sunday Closed

Out of Office Hours:

The main telephone number (03332 404 444)
will divert to our 24 hour emergency service.
