

# DWP support for Ukrainians arriving in the UK



Department  
for Work &  
Pensions

# What does DWP do?

DWP administers a number of services for citizens of all ages. These include:

**Universal Credit (UC)** is a monthly payment for those of working age, to help with your living costs if you're on a low income. You could be working (including self-employed or part time) or be out of work.

**Pension Credit** gives you extra money to help with your living costs if you're over State Pension age and on a low income. Pension Credit can also help with housing costs such as ground rent or service charges.

DWP administers carers and disability benefits including:

- **Carer's Allowance** - extra money if you care for someone at least 35 hours a week.
- **Personal Independence Payment (PIP)** and **Child Disability Living Allowance** - extra money to help with additional costs for those who have a long term physical or mental health condition or disability
- **Attendance Allowance** – if you are aged over 66 and have a mental or physical disability this may help with the extra costs of your care.

## Jobcentre Plus

- Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

Find out more about DWP and its other services online at:

<https://www.gov.uk/government/organisations/department-for-work-pensions> , and

<https://www.understandinguniversalcredit.gov.uk/support-for-those-fleeing-the-conflict-in-ukraine/>



# What is a National Insurance Number?

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Your National Insurance number is **unique** to you. It is a combination of letter and numbers. It never changes.

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It records the **tax** and **National Insurance contributions** you make, which pay for your healthcare and other public services.

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You need a National Insurance number to be able to **work or receive benefits in the UK**, however you can look for and start work without a National Insurance number if you can **prove your right to work in the UK**.

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You can prove your right to work to an employer by showing them your Biometric Residence Permit or by showing them your visa in your passport.



# How to get a National Insurance Number

DWP has processes in place to request a National Insurance Number for those who require one in order to receive benefit, for example when you apply for UC or Pension Credit, and do not have a National Insurance Number, your details will be passed internally to generate a number for you. These applications are prioritised, and in most cases National Insurance Numbers can be allocated for benefit purposes within 10 days.

Any Ukrainian National who is not claiming benefits and who wishes to work in the UK and requires a National Insurance Number for employment purposes can apply for a National Insurance Number online at:

<https://www.gov.uk/apply-national-insurance-number>

It is important to note that a National Insurance Number **is not required** to start work. All individuals seeking employment can start work provided they are able to demonstrate that they have the right to work in the UK.



# Applying for Universal Credit

You can apply for Universal Credit online at: <https://www.gov.uk/universal-credit/how-to-claim>

You will need to create an account to make a claim.

To apply online you'll need:

- your bank, building society or credit union account details
- an email address
- access to a phone

You'll also have to prove your identity. You'll need some identity documents for this, for example:

- A full or provisional Ukraine photo driving licence
- Any national identity card, except those issued under the UK ID Card Scheme
- A residence permit, registration certificate or document certifying or indicating permanent residence issued by the Home Office or the United Kingdom Border Agency to a national of a European Economic Area country or Switzerland.
- A Biometric Residence Permit issued by the United Kingdom Border Agency

There is a Help to Claim service provided by Citizens Advice which is confidential. They will not share your personal information unless you agree. A link to their service can be found here: <https://www.citizensadvice.org.uk/helptoclaim/>

If you are unable to claim online or to get help with your claim, you can call the Universal Credit helpline. Calls to the Universal Credit helpline are free. Telephone: 0800 328 5644

When your UC claim has been made you will be invited for a meeting with your Work Coach at your local Jobcentre Plus. More information about this meeting and on-going support is available later in this pack.



# Applying for Pension Credit

Eligibility criteria for Pension Credit is available at: <https://www.gov.uk/pension-credit/eligibility>

You will need to provide details about your partner and your income.

You can find out more on how to apply for Pension Credit at: <https://www.gov.uk/pension-credit/how-to-claim>

## Apply by phone

- A friend or family member can call for you if you cannot use the phone.
- Pension Credit claim line  
Telephone: 0800 99 1234  
Textphone: 0800 169 0133

## Apply by post

- To apply by post you can print out and fill in the Pension Credit claim form available from gov.uk or call the claim line to request a form.

You can also contact a voluntary organisation like **Citizens Advice**: <https://www.citizensadvice.org.uk/> or **Age UK**: <https://www.ageuk.org.uk/> if you need help with the form.



# Personal Independence Payment (PIP)

PIP is a benefit that helps with extra living costs for people who have a long-term physical or mental health condition or disability **and** have difficulty doing certain everyday tasks or getting around because of their condition. PIP is tax-free and not affected by income or savings. PIP is available for people over 16 and below state pension age. PIP is awarded based on how conditions affect people carrying out everyday activities, it is not dependent on the conditions themselves.

You can check eligibility online at: <https://www.gov.uk/pip/eligibility>

You can find out more on how to apply for PIP at: <https://www.gov.uk/pip/how-to-claim>

**Apply by phone** (a friend or family member can call for you if you cannot use the telephone).

- Telephone: 0800 917 2222
- Textphone: 0800 917 7777

You'll then be sent a form that asks about your condition. Complete and return the form. You might need to have an assessment, if more information is needed.

**There's a different way to claim if you're terminally ill.** Details are available online at: <https://www.gov.uk/pip/claiming-pip-if-youre-terminally-ill>.

You can also view the Understanding PIP Videos available at:

<https://www.youtube.com/playlist?list=PLEysxjNpEPy8Y73-Ywm7OeAGjFc1Xc-It>



# Child Disability 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

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.

If your child currently lives in England or Wales you can apply by either:

- printing off and filling in the DLA claim form available online at: <https://www.gov.uk/disability-living-allowance-children/how-to-claim>
- phoning the Disability Living Allowance helpline and asking for a printed form

## **Disability Living Allowance helpline:**

- Telephone: 0800 121 4600
- Textphone: 0800 121 4523

If your child lives in Scotland, you need to apply for Child Disability Payment instead of DLA for children. More information can be found online at:

<https://www.mygov.scot/child-disability-payment>





# Accessing your benefit

The main method of paying benefits is into a bank account by direct credit transfer (called 'direct payment'). This means the money goes straight into a bank account in your name. If you make a claim, you will be asked for details of the bank account you want to use for your benefit.

There are a range of accounts available that are suitable for having your benefit paid into, including:

- A basic bank account (also called an introductory account)
- A standard bank or building society account (for example, a current account)
- Building Society account
- An online only or App-based account
- A credit union account

You can find out more about the various accounts you can use by following the link below:

<https://www.moneyhelper.org.uk/en/benefits/universal-credit/choosing-a-bank-account-for-your-universal-credit-payment>

Please speak to a member of DWP staff if need any help or wish to discuss your options.



# Accessibility support

DWP supports people who do not speak English as a first language in accessing interpreter services for all DWP benefits through:

- Telephony with a three-way call with a qualified interpreter
- Face-to-face services in DWP offices

DWP supports people who require British Sign Language (BSL) in accessing interpreter services for all DWP benefits in a number of ways:

- The Video Relay Service is available for all DWP services through gov.uk and allows customers to make an inbound call to DWP via a BSL interpreter using a video connection. The service can be accessed via a tablet, smartphone, computer or laptop
- For existing D/deaf customers where a BSL need has been established, Jobcentre Plus work coaches are able to book a face-to-face BSL interpreter for appointments through our contracted supplier
- If a D/deaf person attends a Jobcentre to seek access to DWP services, they will be signposted to use the Video Relay Service or, where necessary, a future appointment can be arranged for a face-to-face appointment with a BSL interpreter



# Support available for you at your local Jobcentre Plus



Jobcentre Plus helps people move from benefits into work and helps employers advertise jobs. It also deals with benefits for people who are unemployed or unable to work because of a health condition or disability.

Jobcentre Plus provides a **free employment advice service** to everyone of **working age**, they can provide access to training opportunities and signpost to trusted partner organisations for specialist support.

Jobcentre Plus has public computers to help you in your job search and offices can be found in **most cities and some towns** across the UK.

You can find your nearest Jobcentre Plus office here: <https://find-your-nearest-jobcentre.dwp.gov.uk/>



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# Your Work Coach

You will be allocated a work coach who you will meet on a regular basis.

They will give you support to build your skills and explore different job options and training opportunities.

If you are disabled, a disability advisor can support you and help you access correct support and suitable employment.



# Meetings with Your Work Coach

## What happens when you claim Universal Credit and are invited to see your Work Coach?

Your evidence and ID will be verified	Your first meeting will include verification of your Identity and any additional evidence that is required to move forward with your Universal Credit claim.
Explore support with your Work Coach	Your first meeting will establish the support you need and explore if you are eligible for additional support. Work out your immediate needs and goals and set out your long-term and future goals and requirements. <b>It is very important that you arrive on time for your meetings.</b>
Your Claimant Commitment will be created and accepted	A Claimant Commitment is an agreement between yourself and the DWP. It sets out what you need to do to receive benefits. You must follow it to receive your benefits. It will list your job goals or the things that might prevent you from finding work. It can change as your journey progresses.
Continue to meet your Work Coach for on-going support	These meetings are mandatory. You will focus on activities you are doing to find a job and include regular job search discussions. Your Work Coach will provide guidance & coaching, and review progress and update your Claimant Commitment.

You can get advice on how to manage your money from Citizens Advice Bureau and Money Advice Service.



Ready for  
work?



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Usually your employer will provide you with a **payslip**.

This will show:

- Your earnings before and after any deductions.
- Deductions (for example: tax, National Insurance)
- The number of hours you worked

## Minimum Wage

Every employer must pay their employees a **minimum amount per hour**, from April 2022 those minimums are listed here.

Age 23 and over	• £9.50
Age 21 to 22	• £9.18
Age 18 to 20	• £6.83
Under 18 or Apprentice	• £4.81



# What is expected of you as an employee?

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Arriving to work **on time**. If you are late, you should let your employer know.

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Being **respectful** of your colleagues and employees at work.

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**Informing your employer** when you are **unwell**, have **appointments** and when you would like to take **holiday**.

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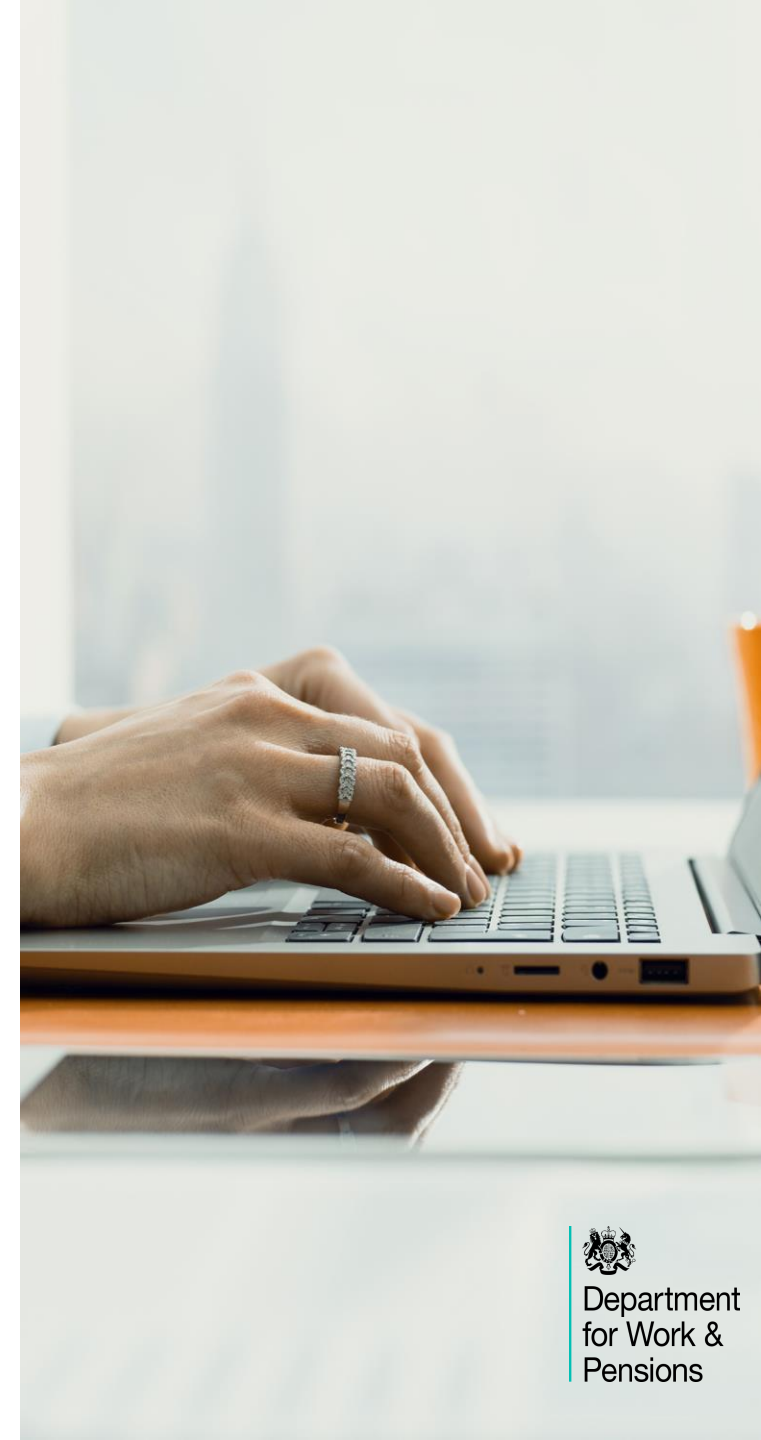
Taking care for **health and safety at work**, reporting hazards, illnesses or injuries.

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**Dressing appropriately** (and where required, wearing the uniform).

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Working within **Company guidelines** and respecting the terms of your **contract**.





# Your Rights at Work

- ✓ You have the right to be **treated fairly at work**. **Men and women** have the right to work and have **equal rights** and duties.
- ✓ You have the right to work in a **safe environment** and be **free from threats, violence and harassment** from your employer, colleagues, or customers.
- ✓ **Employers must respect the needs of employees** as long as it does not interfere with the work they are employed to do.
- ✓ **It is illegal to discriminate against anyone applying for a job or in the workplace** on the basis of gender, race, religion, being married or in a civil partnership, disability, age, sexual orientation, being pregnant.
- ✓ **Working Hours** - This is usually a **maximum 48 hours a week on average**. If you are **under 18**, you can't work more than 8 hours a day or **40 hours a week**.
- ✓ **You should keep your ID documents (for example your ID or passport)** – your employer does not have the right to keep them.

The terms and conditions of your work will be in your contract.  
**Make sure you read your contract carefully before signing it.**



# How to Find a Job or Apprenticeship

DWP's National Employer and Partnership Team (NEPT) is co-ordinating pledges from employers who are interested in recruiting people from Ukraine. Details of these job opportunities will be shared with Work Coaches, so they are accessible for all DWP customers. DWP are also working with Refugee Employment Network (REN), a charity which works with organizations across the UK to support refugees into work, so these job opportunities will also be shared across REN networks for the wider refugee community.

**Find a Job & Find an Apprenticeship:** <https://www.gov.uk/find-a-job>

**Free online** job website. Contains **latest vacancies** for jobs or apprenticeships across different career opportunities and job sectors. **Available 24/7, 365 Days a year.** You can search for jobs without an account. You need to create an account to apply for a job.

**National Careers Service:** Provides free, impartial and personalised information and guidance on careers. Can help you to make decisions on learning, training and work. Advice is delivered through individual and group face-to-face sessions, over the telephone and online at: <https://nationalcareers.service.gov.uk/>

**Skills Advisory Panel:** Publishes reports on **local skills** online. Contains career information for local people. Examples include jobs in health services, care sector, engineers and IT.

**You could also consider:**

- **Your local authority website** - lists jobs locally, and may also have information about recruitment events and companies hiring in your area.
- **Job fairs** - events where recruiters come to meet potential employees.
- **Local and national newspapers** – will have a section with a list of job vacancies.



# Applying for a Job or Apprenticeship

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Once you have found a job you want to do, you need to submit an application. Your work coach can arrange help for you with this.

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Your application might include:

- Application Form
- CV
- Cover Letter

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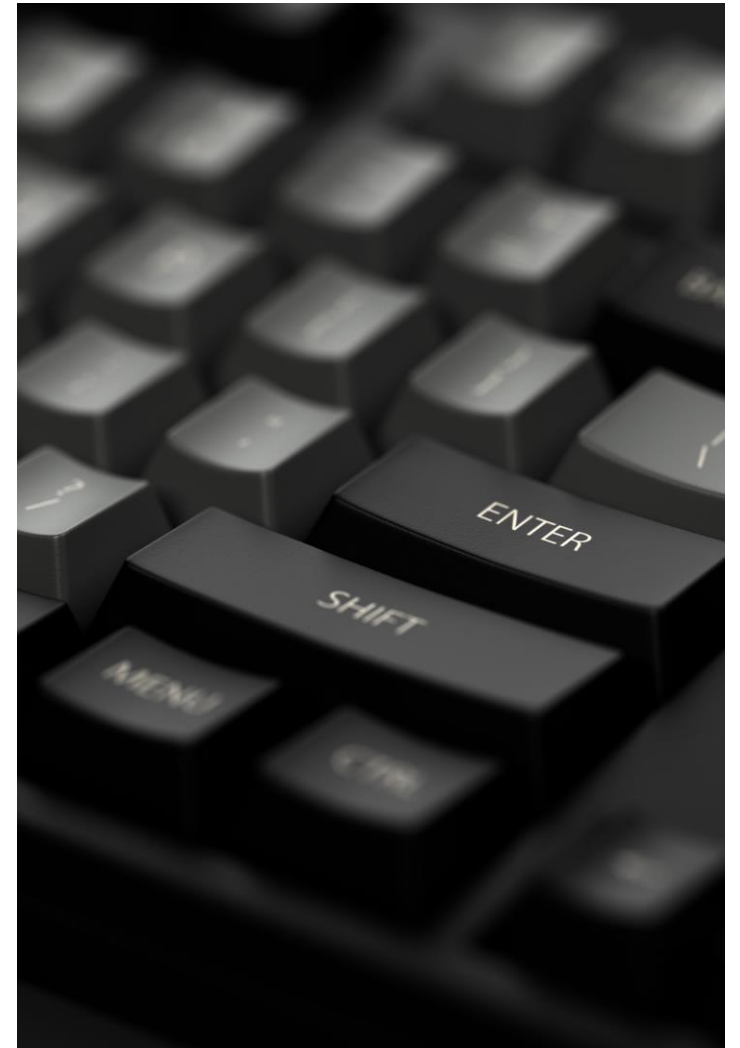
Once you have submitted your application, you may be invited to an interview.

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Employers may ask to see your documentation. It will help if you can bring original documents (BRP, proof of your qualifications and experience).

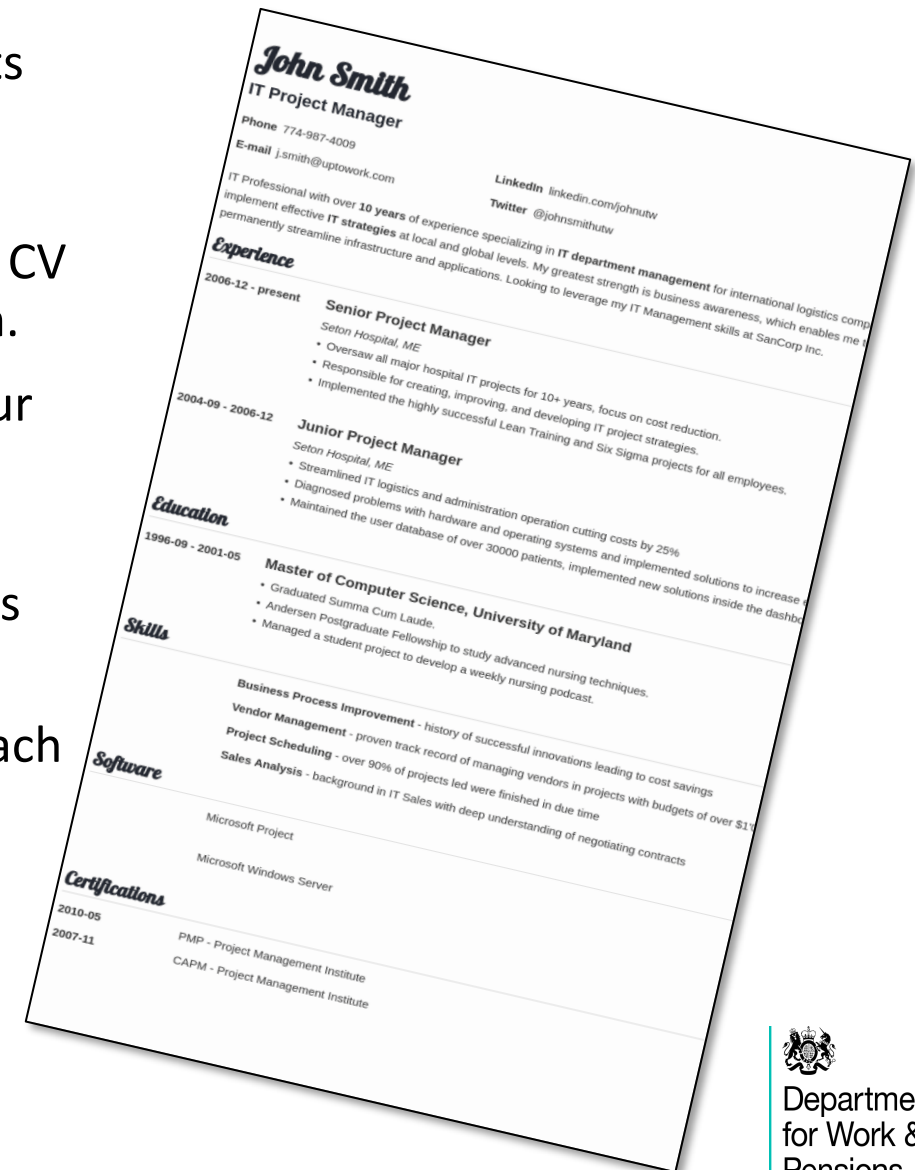
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Employers may ask for references from people who can verify your suitability for the job.



# Curriculum Vitae (CV)

- A CV (curriculum vitae) lists your skills, education and work experience.
- You normally need in your CV as part of a job application.
- You should try to tailor your CV to the job you are applying to.
- You can find free templates for CVs online.
- You can ask your Work Coach to help you.



# Interviews

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After submitting your application, you might be invited to an interview.

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Do not worry if you do not hear back from the employer – applying for jobs is competitive. It is normal to apply for many jobs at once.

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Interviews can vary – you might be asked a series of questions or asked to complete a trial shift.

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Read the interview instructions well – you may be asked to prepare something in advance.

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Try to arrive early to the interview and check what the dress code is.

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You can ask your Work Coach to help you prepare.



# Voluntary Work

- Voluntary work means working for an organisation without being paid. This could be for a charity or a voluntary organisation.
- Volunteering can be a good way you build your confidence and skills, meet new people and give back to your local community.
- Voluntary work increase your chance of getting a job, especially if you haven't worked in the UK.



# What to do if you think you have been unfairly treated by an employer, or need support?

- Complain directly to your employer
- Use someone else to help you sort it out (mediation/alternative dispute resolution)
- You can find out more information about your rights by contacting ACAS on **0300 123 1100**.
- Make a claim in a court or tribunal. You can get further advice and support from the Equality Advisory Service: [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)
- If you are being forced to work or your employer is not respecting your rights, you can get advice from the **Modern Slavery Helpline** by calling **0800 0121 700**.

