

# The redundancy handbook

Steps to help you cope with redundancy



- ➔ Know your rights
- ➔ Make the most of your money
- ➔ Move forward

The **Money Advice Service** is independent and set up by government to help people make the most of their money by giving free, impartial advice. As well as advice about redundancy, we offer information on a wide range of other money topics.

Visit our website today for advice, tips and tools to help you make informed decisions and plan for a better future.

 [moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)

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# Here to help you

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**This guide is for you if your job is under threat or you have been made redundant. It will explain your rights and show what steps you can take to protect your finances.**



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# First things to do

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## Your action plan



### 1 Find out about alternatives to redundancy

If you think your job might be at risk, be aware of alternatives to redundancy and your rights if your employer suggests short-time working, lay-offs or changes to your contract – see pages 4 to 7.

Visit  [moneyadviceservice.org.uk/reducedhours](https://moneyadviceservice.org.uk/reducedhours)



### 2 Know your redundancy rights

If you are facing redundancy, check your redundancy is fair, whether you are entitled to redundancy pay and know what other rights you have – see pages 8 to 15.

Visit  [moneyadviceservice.org.uk/redundancyrights](https://moneyadviceservice.org.uk/redundancyrights)



### 3 Make the most of your money

Make the most of your redundancy pay, review your budget, check what insurance and benefits you may be able to claim and organise your household money – see pages 16 to 34.

Visit  [moneyadviceservice.org.uk/review-your-budget](https://moneyadviceservice.org.uk/review-your-budget)



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## 4

### Get help with borrowing and debts

Get free, impartial advice if you are struggling with your debts and wondering which bills to prioritise and how to safeguard your home – see pages 35 to 39.

Visit [moneyadviceservice.org.uk/what-to-do-about-debt-if-you-lose-your-job](https://moneyadviceservice.org.uk/what-to-do-about-debt-if-you-lose-your-job)



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## 5

### Work on your job search

Brush up your CV and interview technique. Consider updating your skills and learning new ones, or even starting your own business – see pages 40 to 45.

Visit [moneyadviceservice.org.uk/finding-a-job](https://moneyadviceservice.org.uk/finding-a-job)



### Talk it over

If you have a partner, family or trusted friend, talk about your job worries with them. You might not resolve the problem but it should seem less overwhelming.

And if job worries are putting a strain on relationships call the Relate helpline on 0300 100 1234.



# Alternatives to redundancy

**It's unsettling to continue working as usual when rumours of redundancy are going round. You may decide that you want to start looking for another job and leave before any redundancies are announced.**

Before you do, make sure you don't miss out on valuable redundancy rights – see page 8.

If the business you work for is going through a temporary downturn, your employer may offer alternatives to redundancy.

For example, they may ask you to:

- reduce the number of days or hours you work each week (called short-time working)
- take whole days off (called a lay-off)
- do a different job altogether
- change your contract.

Whatever the offer, it's worth considering and taking advice from your trade union or employee representative, if you have one, before making up your mind.

If you don't belong to a trade union or a staff association, you could talk through your options with an adviser at your local Citizens Advice Bureau.

## What to do about a drop in income

**Get other work.** As long as your contract allows it and your employer agrees, you may be able to take on another job while you're on short-time or laid off. But if you do, you can't also get statutory guarantee pay – see page 5.

**Claim state benefits.** You may be able to claim Jobseeker's Allowance or Universal Credit – and other state benefits – if you are on short-time or laid off. Contact Jobcentre Plus (Jobs and Benefits Office in Northern Ireland) for further advice – see *Useful contacts* on page 46.

## → Short-time working

This means working fewer hours each day or fewer days each week on reduced pay. Check whether your employment contract already allows for this.

If not, the staff association or your trade union, if you have one, will usually have to agree to the arrangement.

If you don't have a staff association or a trade union it will be up to you whether you accept this, unless your contract says you have to.

You may also be entitled to a guarantee payment as long as you don't agree to a permanent change to your working hours. You should discuss this with your employer.

## → Lay-offs

This means you are asked not to go into work and your pay is usually reduced. However, you are still employed. Your employer can only ask you to do this if your contract of employment allows it, or you agree to change your contract.

## → Guarantee pay

If you're on short-time working or laid off, you may be entitled to 'statutory guarantee pay'. This is capped at £27 a day up to a maximum of £135 for five days in any three-month period. The amount is reduced pro rata if you work part-time. If your contract allows for unpaid lay-offs you may not get any guarantee pay.

## → How long can this last?

There is no limit to how long you can be laid off or put on short-time working. However, if you have been laid off for four weeks in a row – or six non-consecutive weeks in a 13-week period – you may be entitled to claim redundancy and redundancy pay – see page 13.

## → Changes in your contract

Your employer might want to change the terms of your contract – for example, to cut your pay or switch you to part-time employment. They can't do this without your consent unless your contract says they can.

Discuss your options with your trade union or staff representative, your local Citizens Advice Bureau or Acas (Labour Relations Agency if you live in Northern Ireland).

## → Alternative work

Before making redundancies, your employer should try to offer you a suitable alternative job, or allow you to apply for other jobs, even if these roles aren't suitable.

If you are offered suitable alternative employment, you can try out the job for a trial period. This will depend on whether there are differences between your old job and the new job. If the trial period is successful your employment will continue and you will not be entitled to statutory redundancy pay.

If you decide the job is unsuitable, your redundancy rights will not be affected. If you unreasonably turn down suitable alternative employment, you could lose your right to redundancy pay.

**For more information, contact Acas. They are a government funded organisation and provide impartial information and advice about employee rights. They also help to resolve disputes between employees and their employers. If you live in Northern Ireland contact the Labour Relations Agency instead. See *Useful contacts* on page 46.**



# Early retirement as an alternative to redundancy

**Taking early retirement is very different from being made redundant, you have no redundancy rights and do not receive any redundancy pay.**

If you are offered early retirement and you decide to take it, you are likely to receive a smaller pension than if you had worked until your normal retirement age.

How much your pension will be affected depends on the terms of your early retirement package and the type of pension scheme you are in.

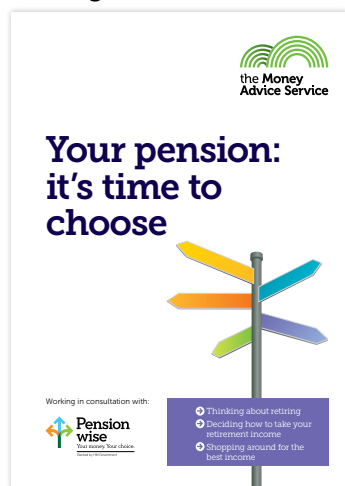
Early retirement packages often include incentives that enhance the pension you get, such as:

- a lump-sum payment into your pension pot to boost its value if you're in a defined contribution scheme, or
- pension benefits that are worked out as if you had worked to normal retirement age if you're in a defined benefit scheme.

Find out more about the pros and cons of retiring early.

➔ Search for 'Early retirement' on [moneyadvice.service.org.uk/early-retirement](https://moneyadvice.service.org.uk/early-retirement)

➔ You can also order our free booklet 'Your pension: it's time to choose' on [moneyadvice.service.org.uk/freeguides](https://moneyadvice.service.org.uk/freeguides)



# Know your redundancy rights

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**Although redundancy is a form of dismissal, when you are made redundant you have done nothing wrong and nobody is questioning your ability to do your job.**

The most common reasons why your employer could make you redundant are:

- they need to cut their costs
- they need to close down
- they are relocating
- the work you do is no longer needed.

These are known as potentially fair reasons for dismissal. Your employer can dismiss you, provided they also follow a fair process for selection.

If your employer doesn't follow a fair process for dismissal or there is not a genuine reason for the redundancy, you could make a claim for unfair dismissal to an employment tribunal if you've worked for your employer for two years or more. See page 10.

In some cases, for example, discrimination or where you think you may have been dismissed for something you've done, such as raising concerns about employment rights or whistleblowing, you can make a claim regardless of how long you've worked for your employer. If you think you're being made redundant for any of these reasons, you should get advice as soon as possible. See page 11.

Your employer must talk to everyone involved about what is going to happen. They should tell you why redundancies are proposed and how people are affected. For more details, see [gov.uk/redundant-your-rights/consultation](https://gov.uk/redundant-your-rights/consultation)

## → Appealing against a redundancy decision

### Step 1 – Appeal in writing to your employer.

If you think your redundancy is unfair, explain why you think you have been chosen unfairly and what you want your employer to do to put the situation right. If this doesn't solve the problem, you can make a claim to an employment tribunal.

### Step 2 – Early conciliation.

Before you can make a tribunal claim, you must notify Acas at **acas.org.uk/earlyconciliation**. Acas will offer to approach your employer and try to settle the case. Neither you nor your employer has to agree to this.

### Step 3 – Take your employer to an employment tribunal.

Once you have an early conciliation certificate from Acas, you can make a claim to an employment tribunal.

You must have been employed for at least two years - unless you are making a claim for discrimination and/or automatic unfair dismissal.

You may have to pay a fee to use a tribunal (except in Northern Ireland) for unfair dismissal claims. Fees may be reduced or waived if your income and savings are low. If you belong to a trade union, they might pay the fees for you.

## Key point

- If you think you have been dismissed unfairly, get advice as soon as you can from your trade union or employee rep, Citizens Advice Bureau, Acas or, in Northern Ireland, the Labour Relations Agency – see *Useful contacts* on page 46. There is a strict time limit for making a claim.

In England, Scotland and Wales, you must notify Acas before you can make a claim to an employment tribunal.

# Is your redundancy fair?

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**Your employer must make you redundant for a fair reason, not because of who you are or something you've done, such as raising concerns about the workplace. They must follow a fair process when they choose who to make redundant.**

## → Is the redundancy process fair?

There are different processes for making a fair redundancy. The one your employer follows will depend on:

- how many people work for your employer
- the number of redundancies they plan to make
- whether there is a company redundancy policy
- any agreement in place with a trade union.

Your employer should always:

- consult with you to see if there are ways of avoiding redundancy
- allow a colleague or trade union rep to accompany you to any meetings
- write to you about your entitlement to statutory redundancy pay (see page 13)
- give you the opportunity to appeal against the decision
- consider whether there is any suitable alternative employment (see page 6).

## → Redundancy and discrimination

If you think the real reason you are being made redundant is for any of the following reasons:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation,

you could make a claim for discrimination to an employment tribunal regardless of how long you have been employed. You may also be able to make a claim for unfair dismissal if you have worked for your employer for two years or more.

## ➔ Automatic unfair dismissal

By law, your employer must not make you redundant for certain reasons.

These include:

- pregnancy or maternity
- family reasons, including taking parental leave or caring for dependants
- belonging to a trade union or acting as a staff representative
- whistle-blowing on bad practice or health and safety issues
- working part-time or on a fixed-term contract
- because you asked for flexible working
- because you raised concerns about statutory employment rights, including problems with pay, working hours or annual leave.

If you think this may be the real reason for your redundancy, you may be able to claim that your dismissal is automatically unfair. You can make a claim regardless of how long you've worked for your employer.



## Staff in, staff out

Your employer is legally entitled to employ new staff, even if they are making people redundant. They may employ someone to do a different job where you work, or to do your job at a different location. If you think you should have been offered a job in the new structure or you think you are being replaced unfairly, check your employment contract. If you're not sure, get advice from a union representative, Acas (The Labour Relations Agency in Northern Ireland) or your local Citizens Advice Bureau.

# Redundancy consultation

## → Redundancy process and timetable

The process your employer has to follow will depend on the number of redundancies planned. See the table below.

Number of employees to be made redundant	Type of consultation needed	Timing of consultation
<b>Less than 20 employees</b>	Your employer needs to consult with you <b>individually only</b> .	Within a reasonable time.
<b>20–99 employees</b>	Your employer must carry out <b>collective consultation</b> . This means consulting with your union representative if there is one or, if you don't have one, with your elected employee representative(s).  It's good practice for them to consult with you all individually too. If the employees decide not to elect a representative, then consultation will be with individuals only.	A minimum of 30 days before first dismissal.
<b>100+ employees</b>	Your employer must carry out <b>collective consultation</b> . This means consulting with your union representative if there is one or, if you don't have one, with your elected employee representative(s).  It's good practice for them to consult with you all individually too. If the employees decide not to elect a representative, then consultation will be with individuals only.	A minimum of 45 days before first dismissal.

Once the consultation process is over, you must be given at least the statutory notice period if you are going to be made redundant. This is one to 12 weeks depending on how long you have been employed. However, your notice period may be longer depending on what your employment contract says. After this point, your job will end.

# Redundancy pay

**You may be entitled to statutory redundancy pay – a lump sum to compensate you for the loss of your job. This is the legal minimum your employer has to pay. Some employers may offer more generous packages.**

## → Who gets statutory redundancy pay?

You may be entitled to statutory redundancy pay if you have worked continuously for your employer for at least two years. If you work on a casual basis, or you are an agency or temporary worker, you probably won't qualify for redundancy pay.

If you are on a zero-hours contract i.e. if you are 'on call' with no set minimum hours or defined schedule, this is a grey area. Get advice from Acas (or the Labour Relations Agency in Northern Ireland) or your local Citizens Advice Bureau – see *Useful contacts* on page 46.

### Key point

- You may be entitled to statutory redundancy pay if you have worked continuously for your employer for at least two years.

## → How much will you get?

The amount of statutory redundancy pay you get depends on how long you have worked for your employer, how old you are, and how much you are paid.

By law you are entitled to:

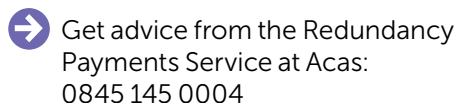
- half a week's pay for each full year of service while you were under age 22
- one week's pay for each full year of service while you were between the ages of 22 and 41, and
- one and a half weeks' pay for each full year of service after your 41st birthday.

The maximum statutory redundancy pay you can have in 2017-18 is based on a maximum of 20 years' service and weekly pay of up to £489 (in Northern Ireland £500\*). The maximum amount of redundancy pay you can get is capped at £14,670 (in Northern Ireland £15,000\*) even if your actual earnings are higher or your length of service is longer than this.

\* may be subject to change

➔ What if your employer has ceased trading?

If your employer has gone out of business or cannot pay you, the government's Redundancy Payments Office will pay you the statutory amount instead. The insolvency firm dealing with your employer should give you form RP1 to make a claim.



To find out if you are entitled to statutory redundancy pay and how much, use the redundancy pay calculator [gov.uk/calculate-your-redundancy-pay](https://gov.uk/calculate-your-redundancy-pay)

## Example

Michelle is 48. She has worked for her employer for 22 years and earns £700 a week. She is entitled to statutory redundancy pay based on the maximum of £489 per week for 20 years of service. Michelle will receive £11,491.50 worked out as follows:

### Step 1

1.5 weeks x 7 years' service when she was aged 41 and over

**= 10.5 weeks**

## Step 2

1 week x 13 years' service when she was aged between 22 and 41

= 13 weeks

### Step 3

10.5 weeks + 13 weeks

= 23.5 weeks x £489

## Total

**£11,491.50 of redundancy pay**

## My redundancy pay

4579 5321 4789 1331 6791



# Tax and redundancy pay

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## **You don't pay tax on any redundancy pay up to £30,000.**

If you receive more than £30,000, you will have to pay tax at your highest rate on the amount over £30,000.


If you receive any non-cash benefits as part of your redundancy package, such as a company car or computer, this will be worked out as a cash value and added to your redundancy pay for tax purposes.

So, for example, if you take over a company car valued at £10,000 and you receive redundancy pay of £25,000, your redundancy package will be worth £35,000 for tax purposes. You will have to pay tax on the £5,000 that is above the £30,000 tax-free limit.

## **Set aside enough money to pay any extra tax**

When you get your redundancy pay, your employer will usually have already deducted tax from it. But because the tax you pay is worked out on a yearly basis, it's very common to find that too much or too little tax has been deducted.

You are responsible for ensuring the correct amount of tax is paid, so you must check you've paid the right amount at the end of the tax year. If you have paid too much tax, you will need to claim a rebate. If you have paid too little, you will have to pay the shortfall.

 Get help and advice from HM Revenue & Customs. See *Useful contacts* on page 46.

**Bear in mind that the size of the payment could mean you become a higher or additional rate taxpayer for the year, even if you're normally a basic rate taxpayer.**

# Other payments when you leave

**You may receive other lump sum payments in your final pay packet when you are made redundant. If you are owed these under your contract of employment (rather than as compensation for losing your job), they will be taxed in the same way as your normal pay.**

Payments may include any of the following:


	How does this work?	How is it taxed?
<b>Wages owing and bonus payments</b>	This is your pay up to the day your contract ends and any bonus payments you are owed under your employment contract.	Tax and National Insurance contributions will have been deducted as usual from these payments before you get them.
<b>Pay in lieu of notice</b>	This is paid when your employer does not want you to work out your notice period and offers you a lump sum instead.	Normally, pay in lieu of notice counts as taxable pay and so tax and National Insurance contributions will have been deducted. However this will depend on the terms of your contract. You should seek advice from your trade union or staff representative or with ACAS (or the Labour Relations Agency in Northern Ireland).
<b>Holiday pay owing</b>	Your employer may ask you to take some holiday during your redundancy notice period. You only have to do this if your employment contract says you must. Otherwise, it is up to you. You may decide the money is more useful if you are about to become unemployed.	Tax and National Insurance contributions will have been deducted as usual from these payments before you get them.

# Decide what to do about your pension

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**If you belong to a workplace pension, you need to decide what to do with your pension once you leave. The choices depend on what type of scheme it is.**

To find out what type of pension scheme you are in and what rights you have, contact your pensions or HR department at work. For general information about pensions, including definitions of the different types of pension scheme, see:

 [moneyadviceservice.org.uk/pensions](https://moneyadviceservice.org.uk/pensions) or the Pensions Advisory Service website – see *Useful contacts* on page 46.

## **A workplace pension**

If you are made redundant, you will usually have to do one of the following:

- Leave your pension with your employer and when you retire you will receive a retirement income from that scheme. This is usually the best option if you belong to a defined benefit scheme.
  - Transfer your pension pot. This could be to a new employer's scheme when you find a new job, if the new scheme will allow this, or to your own personal pension. Compare the costs and terms carefully with your old employer's scheme and be wary of giving up any defined benefits.
  - If you are old enough, you may be able to take early retirement. See page 7.
-  Consider getting professional advice from a financial adviser who can talk with you about your options – see *Useful contacts* on page 46.

## → National Employment Savings Trust (NEST)

NEST is a national defined contribution pension scheme. If your employer has enrolled you in NEST, even though you are leaving the job, you still remain a member of NEST and can continue to contribute to it (but your employer's contributions will stop).

Your contributions to NEST are flexible. You may want to stop them if money is tight right now or if you get a new job with a different pension scheme. But you can still leave your pension pot with NEST.

## → Personal pension

You may belong to a workplace scheme that is a personal pension (typically, a group personal pension or stakeholder scheme) or you may have taken out your own personal pension. These schemes are linked to you, not to a particular job.

This means, on leaving the job, you may be able to continue paying into the scheme if you wish, but your employer will stop paying contributions. If your employer had negotiated special terms, such as reduced charges, these may no longer be available to you.

### Did you know?

Currently, if you have been a member of a company scheme for less than two years, you have the option to get a refund of the contributions you paid (but not any contributions paid for you by your employer). Tax is deducted from the refund.

# Leaving work

Once you have been told you will be made redundant, you have various rights to help you adjust and find new work. You are also entitled to a minimum period of notice.

## → Notice

The minimum period of notice you should be given is shown in the table below. However, if your contract of employment entitles you to a longer notice period, your employer must give you this.

→ Check your contract to find out.

## → Time off to look for work or training

You are entitled to time off to search for work or undergo training, provided you have worked continuously for your employer for at least two years.

The amount of time you can take has to be reasonable and you are entitled to up to two-fifths (40%) of a week's pay while you are off. For example, if you work a five-day week and take two days off in total to go to interviews, then your employer will pay you for this time. If you take four days off in total, you may only be paid for the first two days. Some employers are more generous, so it's worth discussing this when negotiating your redundancy.

## → Minimum notice period

If you have been employed:	The minimum notice you should be given is:	Example:
At least 1 month and up to 2 years	1 week	If you have been employed for 18 months, you should be given at least one week's notice.
Over 2 years and up to 12 years	1 week's notice for each year worked	If you have been employed for five years, you should be given at least five weeks' notice.
More than 12 years	12 weeks' notice	If you have been employed for more than 12 years, you should be given at least 12 weeks' notice.

## → Garden leave

Your employer may ask you to serve out your redundancy notice period away from work (called 'garden leave'). You are still legally employed so you must keep to the rules of your contract, such as any confidentiality clauses. Your employer may offer you garden leave because, for example, you have access to confidential information or customers, or they would like some time to pass before you start working for a competitor.

If you are on garden leave, your employer can call you back to work if you are needed. During this period you will receive your normal salary and benefits but are not allowed to start a job with a new employer.

### Top tip

If you are offered a job and your new employer wants you to start before your notice ends, speak to your current employer. You need to be aware that you could lose your entitlement to your redundancy pay and/or your notice pay.

If you are unsure take advice from your trade union, Acas or, in Northern Ireland, the Labour Relations Agency – see *Useful contacts* on page 46.

## → Last day checklist

### On your last day at work you should receive the following:

Any redundancy pay, wages, holiday pay and other money due to you.

Job references from your employer.

A letter stating the date of your redundancy.

Your P45 tax form (or confirm when it will be sent to you).

Details of your pension arrangements.

# Claim state benefits and entitlements

As soon as you stop work, you should contact Jobcentre Plus or the Jobs and Benefits Office in Northern Ireland. These are the government agencies that handle benefit claims.

## ➔ National Insurance credits

The amount of State Pension you eventually get and your entitlement to some other state benefits depends on your National Insurance record.

Generally, you pay National Insurance contributions (NICs) while you are working. In some situations, for example while unemployed, you are credited as if you had paid contributions. You get these credits automatically if you are unemployed and actively seeking work while claiming Jobseeker's Allowance (JSA) or other means-tested benefits.

If you are an unemployed man who has reached a qualifying age, you automatically get National Insurance credits without having to look for work or claim benefits. The qualifying age is the women's State Pension age, which is gradually increasing to 65 by November 2018.

## ➔ Jobseeker's Allowance

There are two main types of benefit:

- **Contribution-based JSA (non means-tested).** You get these benefits if you have paid enough National Insurance contributions while working (or been credited with contributions, for example, while on maternity leave). You are entitled to these benefits regardless of your household savings, but some types of income may affect the amount you get.
- **Income-based JSA (means-tested).** Your eligibility for these depends on your household income and savings being low, not on your National Insurance record.

### Did you know

If you make a claim for income-based JSA, depending on where you live and your personal circumstances, you may be asked to claim Universal Credit instead – see page 23.

## ➔ Contribution-based Jobseeker's Allowance

### Who can claim?

This is the main benefit for people who are out of work. To qualify, you must be under State Pension age and available for, and actively seeking, work. You will normally be able to claim this if you have been paying National Insurance contributions as an employee for the last two complete tax years. (A tax year runs from 6 April one year till 5 April the next). You will have to attend an interview as part of your claim and 'sign on' regularly by reporting to your local Jobcentre Plus (or Jobs and Benefits Office if you live in Northern Ireland).

### How much is it?

Contribution-based JSA is paid for up to 182 days (roughly six months) and is not affected by your household savings. In 2017-18, JSA is paid at a flat rate of £73.10 a week, or £57.90 a week if you are under 25.

The amount of JSA you get is reduced by any earnings you have over £5 a week and any occupational or personal pension of more than £50 a week. Other income – for example interest from savings – does not affect the amount of JSA you get. If you have a partner, their earnings do not affect your contribution-based JSA.

## Savings and income-based JSA

Savings over £6,000 will start to reduce the income-based JSA you get and savings over £16,000 will mean you don't qualify.

## ➔ Income-based Jobseeker's Allowance

### Who can claim?

This is a means-tested benefit you may get if:

- you have not paid enough National Insurance contributions to be entitled to contribution-based JSA, or
- your six-months' entitlement to contributory JSA has ended.

Income-based JSA is based on your household rather than your individual circumstances. This means that income-based JSA is affected by your partner's income and savings as well as yours. One person claims for the whole household.

If you have a partner who works, this will affect how much you get. If your partner works 24 hours or more a week, you are unlikely to qualify for income-based JSA.

### How much is it?

The amount you get depends on the income that your household is considered to need (called an 'applicable amount'), less any income you have.

In 2017-18, the standard applicable amounts are:

- £73.10 a week for single people aged 25 or over
- £57.90 a week for under-25s
- £114.85 a week for couples where both are aged 18 or over.

However, the amount can be higher depending on your circumstances.



## → Claiming Jobseeker's Allowance

If you are claiming JSA, you will need to attend a face-to-face interview at the Jobcentre. This is called a 'new jobseeker interview'. A personal adviser will help you draw up an agreement setting out the steps you agree to take to find work. You will have to attend the Jobcentre regularly to confirm your benefits claim.

→ To get further information about JSA and how to claim it visit **[gov.uk/jobseekers-allowance](https://gov.uk/jobseekers-allowance)**

## → Universal Credit

Universal Credit is a new means-tested benefit which is being phased in gradually.

It replaces:

- income-based Jobseeker's Allowance
- income-related Employment and Support Allowance
- Income Support
- Child Tax Credit
- Working Tax Credit
- Housing Benefit.

It will not replace contribution-based benefits, like contribution-based Jobseeker's Allowance.

### One monthly payment

Unlike the benefits it replaces, you will get a single Universal Credit payment each month, paid into your bank, building society or credit union account. You will need to budget carefully to ensure you pay essential bills, like your rent or mortgage, and to make sure the remainder lasts the month until your next payment.

- See our website for more about Universal Credit and budgeting for a monthly payment –
- **[moneyadviceservice.org.uk/universalcredit](https://moneyadviceservice.org.uk/universalcredit)**

## ➔ Benefits to help with housing costs

### Help with your rent

Housing Benefit helps you pay your rent (and, in Northern Ireland, your Rates).

Whether you are eligible and how much you'll get depends on a number of factors such as your personal circumstances, where you live and whether you are renting privately or from a housing association or council.

You can make a combined claim for Housing Benefit and Jobseeker's Allowance through Jobcentre Plus (or Jobs and Benefits Office in Northern Ireland).

- ➔ Find out more about Housing Benefit, including who's eligible and how much you'll get:  
**[gov.uk/housing-benefit](https://gov.uk/housing-benefit)**

Housing Benefit is being replaced by Universal Credit.

### Council Tax Reduction

Most adults in England, Scotland and Wales must pay Council Tax to their local council. However, if your income is low, your council may agree to reduce your bill. How much the reduction will be, depends on your own council's local scheme.

- ➔ Claim through your local council. Find out more on how to apply:  
**[gov.uk/council-tax-reduction](https://gov.uk/council-tax-reduction)**

### Help with mortgage costs

Homeowners on certain means-tested benefits, including income-based Jobseeker's Allowance, may be able to get help with their mortgage interest payments, called Support for Mortgage Interest. However, this will not be paid for the first 39 weeks of your claim.

- ➔ Find out more about Support for Mortgage Interest, including who's eligible and how much you'll get:  
**[gov.uk/support-for-mortgage-interest](https://gov.uk/support-for-mortgage-interest)**
- ➔ For housing advice and support – see pages 37 to 39.



## → Other benefits

If you are claiming income-based Jobseeker's Allowance or Universal Credit you may be eligible for other means-tested benefits or tax credits, depending on your income, your savings and other conditions.

You can get further information about all state benefits and how to claim them by visiting the GOV.UK website – see [gov.uk/benefits-calculators](https://gov.uk/benefits-calculators)

## → Tax credits

→ If you have been **working and getting tax credits**, and you're made redundant, you must **tell the Tax Credit Office straight away**. Not working may mean you don't qualify for Working Tax Credit any more. However, your reduced household income may mean a rise in other tax credits.

→ If you've been **made redundant** and think you might now be eligible for tax credits because of your reduced income, you should **contact the Tax Credit Office on 0345 300 3900**. Or you can get an idea of whether you're likely to be eligible here: [gov.uk/qualify-tax-credits](https://gov.uk/qualify-tax-credits)

→ If your **income is currently too high to qualify** for tax credits but you think you may be made redundant, you should consider **making a 'protective claim'**. This means claiming tax credits now so that you are in the system even though you will currently be awarded £0. If you are made redundant, your existing £0 award may then be revised. If you wait until you are made redundant before claiming, your award can be backdated by only one month.

**The UK benefit system is complicated. For advice based on your own situation, contact Jobcentre Plus or, in Northern Ireland, your local Jobs and Benefits Office – see *Useful contacts* on page 46.**

# Claim on your insurance

## → Payment protection insurance (PPI)

Payment protection insurance is designed to help you keep up with payments on your debts if you're unable to work because you're ill, you have an accident or you're made redundant. It is also called credit insurance, loan protection insurance and accident, sickness and unemployment (ASU) cover.

You may have been sold this with your mortgage, loans, credit cards or store cards. It should pay some or all of your repayments when you have been made redundant. These policies usually start to pay out between one and three months after your income stops and continue to pay out for up to 12 or 24 months.

→ Read your documents carefully to see whether you have any of the following policies:

- mortgage payment protection insurance
- payment protection insurance on any loans or credit cards
- income protection insurance
- short-term income protection insurance.

If you have PPI, make a claim straight away – there's usually a waiting period before any payout starts, but making the claim early should mean prompt payment.

## → Claim turned down?

If you have insurance and your claim is refused, you may have been mis-sold the policy and could be eligible to claim compensation.

→ Find out more:  
Search for 'Reclaim PPI' on  
↗ [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

Don't be tempted to use a commercial claims management firm. They typically charge 30% of any compensation you are awarded and you really do not need their help.

### Top tip

Because of the way payment protection policies were sold in the past, you may not realise that you have this cover. So it's always worth checking with your mortgage, loan or credit card provider, even if you think you don't have this insurance.

# Make the most of your redundancy pay

**You may have received a lump sum redundancy payment. While you are deciding the best way to use the money, there are two things you need to do first.**

## **Step 1 – Put some money aside for tax.**

So if you end up with a tax bill at the end of the year you will be prepared. See page 15 for more about tax on redundancy pay.

## **Step 2 – Put it in an easy-access savings account.**

This will mean it earns more interest than a current account but allows you to get it quickly when you need it.

The table on the next page gives some ideas for how to make the best use of your money.

## Quick cash finder

### **Need cash quickly?**

Save for what you want by cutting back on things you buy regularly with our Quick cash finder.



**Take five minutes and visit**

**👉 [moneyadviceservice.org.uk/quick-cash-finder](https://moneyadviceservice.org.uk/quick-cash-finder)**

## ➔ Using your redundancy pay

<b>Supplement your income until you get a new job</b>	<ul style="list-style-type: none"><li>■ Use the Budget builder on page 32 to work out how much you will need each week or month, and how long you can make the money last.</li></ul>
<b>Clear debts, if this will bring spending down to a more manageable level</b>	<ul style="list-style-type: none"><li>■ Use the Budget builder on page 32 to work out the impact of the weekly or monthly saving on repayments.</li><li>■ Interest charged on debts is nearly always higher than the interest paid on savings. If you can, aim to clear any priority debts as quickly as possible.</li><li>■ Check if there are any early repayment penalties on debts you are thinking of repaying in full.</li><li>■ Repaying debts could affect any claim for means-tested state benefits if you did not have to repay the debts and did so at least in part to increase your benefits by reducing your savings. But paying off priority debts, such as mortgage or rent arrears, is unlikely to affect your benefits. This is a complex area so get advice from a benefits or debt adviser – see <i>Useful contacts</i> on page 46.</li></ul>
<b>Use as capital to retrain or start your own business</b>	<ul style="list-style-type: none"><li>■ Pay for retraining to broaden your skills.</li><li>■ If you are claiming state benefits, ask Jobcentre Plus (Jobs and Benefits Office in Northern Ireland) about financial support while you start up your business.</li></ul>
<b>Boost your pension savings or invest in other ways</b>	<ul style="list-style-type: none"><li>■ You get tax relief on the amount you pay into a pension scheme (up to set limits – see page 30).</li><li>■ If you're thinking of doing this, make sure you get advice from a financial adviser – see <i>Useful contacts</i> on page 46.</li></ul>

### Top tip

Try to keep some of your redundancy money for unexpected costs, such as a car or house repairs. As a rule of thumb, aim to have an amount equal to three months' essential spending.

# Saving or investing redundancy pay

**If you don't need to use your redundancy money straight away, you may want to save or invest it.**

## **Short-term and low-risk saving**

If you will need to access the money to help you now or in the next five years, a savings account is likely to be suitable. You could consider for example:

- **Cash ISAs.** Interest is tax free and many give you easy access. You can save up to £20,000 in a cash ISA in the current tax year 2017-18.
- **Term accounts.** If you are confident you don't need the money now, you can usually get a better interest rate by agreeing to leave your money untouched for a set period, usually between one and five years.

➔ Shop around for the best savings accounts online or check out 'best buy' tables in newspapers.

## **Longer-term investing**

If you don't need your redundancy pay for immediate expenses, you could consider investing it. But if you are not sure how long you will be unemployed, this may not be a good idea.

Over periods of ten years or more, investments, such as shares, have tended to give higher returns than savings accounts. But share-based investments are more risky because the value of your investment can fall as well as rise, so they are not a home for money you might need back soon or at short notice.

➔ If you are new to investing or you have a large amount to invest, get help from a financial adviser – see *Useful contacts* on page 46.

➔ Search for 'Investing – beginners guide' on

➔ [moneyadvice.service.org.uk](http://moneyadvice.service.org.uk)

## **Key point**

➔ If you think you might need access to your money in the next 5 years, a savings account is going to be more suitable than shares or other investments.

## → Use your redundancy money to boost your pension

- If you are close to retirement, you could put some or all of your redundancy money into your pension scheme at work to boost the pension you are about to take. Discuss this with your HR department to find out how it could increase the pension you might get.
- If retirement is still some way off, you could invest your redundancy money in a personal pension scheme to help boost your income in retirement. If you belong to NEST, you could put some of your redundancy money there instead.

## Tax relief on pensions

Putting money into a pension is a tax-efficient way of investing, but you will not usually be able to access your savings until you are at least 55 years old.

The amount you pay into a pension may qualify for tax relief, within limits. If you're a UK taxpayer, in the tax year 2017-18 you may qualify for tax relief on pension contributions of up to 100% of your earnings or a £40,000 annual allowance, whichever is lower.

For example, if you earn £20,000 in total during the tax year, you can get tax relief on up to £20,000 of pension contributions.

- This is a complex area so always get help from a financial adviser. See *Useful contacts* on page 46.





# How to manage on less money

Whether your job is already at risk or you're worrying about potential cuts, one of the most important things you can do at this time is to take stock of your finances and start to take control.

## → Draw up a budget

A budget is simply a list of all your income and spending. If you've already been made redundant you may need to budget carefully until you get a new job.

- Use our online **Budget planner** at [moneyadvice.service.org.uk/budgetplanner](https://moneyadvice.service.org.uk/budgetplanner)
- Or complete the **Budget builder** – on page 32.
- Think about your non-essential spending. Can you cut this if your income is overstretched?
- Find out how. Search for '*Managing money if your job is at risk*' on [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

## Budget planner



Use our **Budget planner** to work out how you can make changes to stretch your money.

This tool will give you a clear picture of what you have coming in and what needs to go out.

Visit [moneyadvice.service.org.uk/budget](https://moneyadvice.service.org.uk/budget)

## Budget builder

Your income		£
State benefits (Jobseeker's Allowance, Universal Credit, other)		
Income from any insurance policies		
Earnings from any jobs or self employment		
Other income (for example, from savings, rental income)		
<b>Total income</b>	<b>A</b>	
Your spending		£
Housing costs (rent or mortgage, service charge/ ground rent, Council Tax, Rates in Northern Ireland, maintenance/repairs) but not any amounts covered by Council Tax Reduction or Housing Benefit		
Household bills (electricity, gas, oil/solid fuel, water, phone, broadband, TV)		
Food and general shopping		
Insurance (buildings, contents, car, life, health, pet)		
Transport costs (petrol/diesel, road tax, car maintenance and MOT, parking, bus, train, tube, other)		
Loan repayments (other than mortgage)		
Regular savings		
Job search costs (newspapers, using internet, phone calls, photocopying, postage, travel to interviews)		
Other spending		
<b>Total spending</b>	<b>B</b>	
<b>Surplus or shortfall</b>	<b>A-B</b>	

# Money making tips

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Facing redundancy? There are lots of ways to boost your income when times are tough. In this section we highlight a few things you can do.

## → Shop around to save money

- Make sure you get the best deals on utility and other bills. Use more than one comparison website to shop around.
- Shop around when your car and home insurance come up for renewal as many insurers may charge more if you are unemployed.
- See whether there are other ways to spend less and shop more smartly. Search for '*Money saving tips*' on [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)
- Aim to cut back on non-essentials. Use our **Quick cash finder** at [moneyadvice.service.org.uk/cutback](https://moneyadvice.service.org.uk/cutback)

## → Get help with heating bills

Most big energy suppliers have a Warm Home Discount for vulnerable customers. It is up to each fuel provider to decide who they consider as vulnerable. Your income must be low, but you may need to meet other conditions too, such as having children or an elderly or disabled person as part of your household.

For information contact your energy provider directly.

### Did you know?

- Turning down your heating by one degree can save around £55 a year in a typical home.

Source: Energy Saving Trust

## → See if you can claim a tax rebate

Find out from your tax office whether you are due a tax rebate now that your income is lower. If your earnings stop part-way through the year, you may have some unused allowance for the year and can claim a tax rebate.

- Search for 'Tax rebates' on [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

### Top tip

- Comparing deals on mobile phone, broadband, satellite TV and credit cards, as well as energy bills, could save you £100s each year.

## → Take in a lodger

Under the rent-a-room scheme, you can earn up to £7,500 a year in rental income tax-free if you take in a lodger. However, bear in mind that any rent they pay will be taken into account when working out your entitlement to some state benefits.

- Get permission from your mortgage provider or landlord.
- Tell your home insurer – having a lodger may affect your cover or premium.
- Search for 'Rent a room' on [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

## → Take on casual work

You may be able to get some temporary or casual work, but this will affect your entitlement to some state benefits.

- For more ideas search for 'Top tips for making money when faced with job loss' on [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

### ROOM TO LET

Large double room  
Reasonable rent  
Call for details

# Get help with borrowing and debts

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**Borrowing and credit are part of everyday life, whether it's your mortgage, car loan or card repayments. These payments are easy to make when you have money coming in, but can become difficult if you lose your job.**

## → Use your savings to pay off loans

It doesn't make sense to sit on your savings while you're paying for expensive borrowing. Use your savings if you have them to pay off credit card bills and loans. Savings usually earn less interest than is charged on loans, so this will usually improve your finances.

- To find out more, search for *'Should I save or pay down debt'* on [moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)

## → Talk to people you owe money to

If you're starting to have problems with your debts you should make a budget, prioritise your debts (see next page) and talk to the people you owe money to.

- To find out more, search for *'Talk to the people you owe money to'* on [moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)

## → Get help if you are struggling with debt

If you're having major money worries, the last thing you might want to do is talk to a complete stranger about them. But it can be the best thing you can do.

The good news is that free, confidential help is available to everyone. Citizens Advice, National Debtline, StepChange and other debt advice charities are run by experienced and knowledgeable people who can help.


- See *Useful contacts* on page 46 or go to: [moneyadviceservice.org.uk/debt](https://moneyadviceservice.org.uk/debt)

## ➔ Priority and non-priority debts

By paying the right debts first, you're more likely to be able to keep your home – and the heating on. And by being clever about how you repay, you could also save money and clear your debts faster.

Priority debts	Non-priority debts
These are a priority because there are serious consequences if you don't pay them, for example you could lose your home or your gas and electricity could be cut off. But this would be a last resort.	If you do not pay these, you could be taken to court and this could lead to bailiffs removing your belongings from your home.
Examples of priority debts	Examples of non-priority debts
<ul style="list-style-type: none"><li>■ Your rent or mortgage (or other loan secured on your home)</li><li>■ Fuel bills</li><li>■ Essential items bought on hire purchase (such as a car you need for work)</li><li>■ Council Tax arrears (England and Wales only)</li><li>■ Court fines and maintenance payments</li><li>■ TV licence</li><li>■ Tax debts.</li></ul>	<ul style="list-style-type: none"><li>■ Credit debts, such as overdrafts, loans, hire purchase on non-essentials, credit cards and catalogue debts</li><li>■ Student loans (although repayments should stop if your income falls below a specified level)</li><li>■ Money borrowed from friends and family.</li></ul>

➔ Find out more. Search for 'How to prioritise your debts' on  [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

Watch out for companies with misleading names that sound like debt charities but are actually businesses. Never pay for debt advice services. Use one of the free services – see Useful contacts on page 46 or visit  [moneyadvice.service.org.uk/debt](https://moneyadvice.service.org.uk/debt)

# Safeguard your home

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**If you lose your job you may be worried about losing your home as well. Make paying your rent or mortgage (or any other loan secured on your home) a priority and get advice quickly if you get into difficulties.**

If you are having problems paying your rent or mortgage, don't suffer in silence – help is available. Several organisations offer free housing advice and can help you claim any state benefits you are entitled to. You also have housing rights, which ensure you cannot be forced to leave your home without notice.

## **Shelter (England and Scotland)**

0808 800 4444

[shelter.org.uk](https://shelter.org.uk)

## **Shelter Cymru (Wales)**

0345 075 5005

[sheltercymru.org.uk](https://sheltercymru.org.uk)

## **Housing Rights Service (Northern Ireland)**

028 9024 5640

[housingrights.org.uk](https://housingrights.org.uk)



# Problems paying your rent

**If you are having difficulty paying your rent, find out if you qualify for any state benefits. This may include:**

- Housing Benefit or Universal Credit towards your rent payments (see pages 23 and 24), or
- other benefits which could help ease the strain on your budget (see page 25).

## → Chase your Housing Benefit claim

- If you have fallen behind with your rent because your Housing Benefit claim has been delayed, contact your local Housing Benefit Office to make sure you have completed all the forms needed. Keep a note of the names of the people you speak to there.

## → Contact your landlord straight away

- As soon as you start having difficulty paying your rent, contact your landlord and explain your situation. You may be able to come to an arrangement with them to pay back any arrears in instalments each week, on top of your usual rent payments. If you are a council tenant, your local council will have a policy about how it collects rent arrears.

## → Get help and advice

- If your landlord wants to evict you because you are behind with your rent, don't panic. By law, your landlord must follow set procedures for evicting you, and while this is happening, you will have time to get advice and help with finding a new home. Whatever your circumstances, free help and advice is always available.

- Find out more. Search for 'Rent arrears' on [moneyadvice.service.org.uk](https://moneyadvice.service.org.uk)

### **Shelter (England and Scotland)**

0808 800 4444  
[shelter.org.uk](https://shelter.org.uk)

### **Shelter Cymru (Wales)**

0345 075 5005  
[sheltercymru.org.uk](https://sheltercymru.org.uk)

### **Housing Rights Service (Northern Ireland)**

028 9024 5640  
[housingrights.org.uk](https://housingrights.org.uk)



# Problems paying a mortgage

**If you are a homeowner and having difficulty paying your mortgage, there are two things you should do first:**

1. Check whether you have mortgage payment protection insurance that you can claim on to help with your mortgage repayments (see page 26).
2. Talk to your mortgage lender and find out if you are entitled to any state benefits to help with your housing costs (see page 24).

If you think you will not be able to carry on making your mortgage payments, contact your lender straight away. Your lender should discuss with you ways to make your repayments more affordable. These could include:

- **reducing your monthly repayments** by lengthening the term of your mortgage
- **taking a payment holiday** or agreeing a temporary reduction in your payments
- **renting out your property** temporarily while you live somewhere cheaper
- **giving you time to sell your home**, as you are likely to get a better price than if your lender repossesses your home and sells it for you.

## **Help with mortgage costs**

If you're on certain means-tested benefits, including income-based Jobseeker's Allowance, you may be able to get help with your mortgage interest payments, called Support for Mortgage Interest. However, this is not paid for the first 39 weeks of your claim.

- ➔ Find out more about Support for Mortgage Interest, including who's eligible and how much you'll get: **[gov.uk/support-for-mortgage-interest](https://gov.uk/support-for-mortgage-interest)**

**If you are having difficulty paying your mortgage or you are facing repossession, get advice straight away. Call the Shelter Helpline on 0808 800 4444.**

# Work on your job search

## → State help finding a job

Your local Jobcentre Plus (Jobs and Benefits Office in Northern Ireland) will give you help and advice on getting back to work. This includes:

- **Job vacancies** – Jobcentre Plus has the UK's largest database of job vacancies (called Universal Jobmatch or JobCentre Online NI in Northern Ireland).
- **Help and advice** on writing a CV, applying for jobs, filling in application forms and preparing for interviews.

They can also talk to you about the extra help that may be available if you need help with your reading, maths or English, or if you need help looking for professional or executive jobs.

If you are still unemployed after three months, you may be required to join a Work Programme. These are run by organisations working in partnership with the government and provide tailored help preparing for and finding work.

Jobcentre Plus may also be able to arrange a work trial for you. This is where you can try out a job to see if you are the right person for it. Work trials can be for up to 30 working days and your benefits continue throughout this period. If the trial doesn't work out and you are not offered a job, this won't affect your benefits.

## → Look for a new job

Jobs are advertised in many places, some of which are shown opposite. It is also worth contacting employers direct, because companies do not always advertise their vacancies – which means fewer people will know about any vacancy so there will be less competition for the job.



# Look for a new job

Where?	What they offer
<b>Jobcentre Plus (Universal Jobmatch) and Jobs and Benefits Office (Jobcentre Online NI)</b>	<ul style="list-style-type: none"><li>■ These are the UK's largest databases of job vacancies.</li><li>■ You can find out about jobs on the internet, by phone, or by textphone if you are hard of hearing or have speech difficulties.</li><li>■ You can search for jobs in Europe as well as the UK.</li></ul>
<b>Recruitment agencies</b>	<ul style="list-style-type: none"><li>■ For agencies in your area, look in your local phone book or contact the Recruitment and Employment Confederation – see <i>Useful contacts</i> on page 46.</li><li>■ For agencies that cover particular job types, try business directories and the internet.</li></ul>
<b>The internet</b>	<ul style="list-style-type: none"><li>■ Many employers and newspapers advertise jobs on their websites.</li><li>■ There are also online employment agencies as well as local recruitment agency websites.</li><li>■ Use the internet at public libraries if you don't have your own access to the internet.</li></ul>
<b>Newspapers</b>	<ul style="list-style-type: none"><li>■ Many local newspapers advertise jobs and national newspapers often cover different types of jobs on different days.</li><li>■ Your newsagent or public library should be able to tell you about this and about any special trade journals that advertise jobs you may be interested in.</li></ul>
<b>Professional and trade journals</b>	<ul style="list-style-type: none"><li>■ If you are looking for work in a particular field, find out if there is a journal for that type of work – your public library should know. These journals often have job advertisements.</li></ul>

Where?	What they offer
<b>Shop windows</b>	■ Local shops, businesses and supermarkets often place a card in their window or on a noticeboard inside.
<b>Work contacts</b>	■ Don't feel embarrassed to mention to people that you are looking for a new job. Ask if they know of any possible jobs that may be suitable for you, at their company or another firm.
<b>Friends and family</b>	■ They may hear about job opportunities, perhaps in their own firm if they are working, and may be able to put in a good word for you.

## Write an effective CV

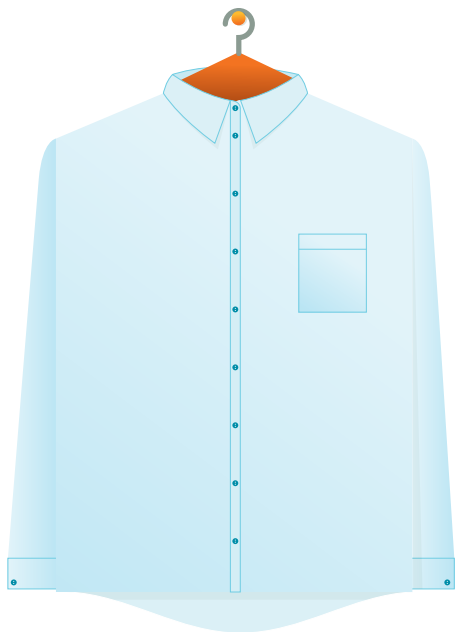
Your CV is your gateway to getting interviews. It's essential that your CV grabs the recruiter's attention and gives the information they are looking for.

- ➔ Use the free CV builder on the National Careers Service website – see *Useful contacts* on page 46.
- ➔ For free help and advice on writing an effective CV, contact Jobcentre Plus on 0345 6060 234.

## ➔ Improve your interview technique

Most people find interviews nerve-wracking. But good preparation can help you feel more confident and can improve your chance of getting the job.

As part of the redundancy process your former employer may offer interview training and, if you have joined a recruitment agency, it will give you advice. There is also guidance on the National Careers Service website – see *Useful contacts* on page 46.



## → Consider retraining

Redundancy can be a time to reassess your job ambitions. You may decide to update your skills or learn new ones to improve your chances of getting a job or to give you new work opportunities.

### Training courses

There are hundreds of training courses held at local and private colleges at various times. You have to pay for most courses, but if you are unemployed they may be free or at reduced rates.

- Contact local colleges or the National Careers Service (England), Skills Development Scotland, Careers Wales or Careers Service Northern Ireland or local colleges – see *Useful contacts* on page 46.
- If you are interested in distance learning, Learn Direct offers a wide range of courses that you can do at your own pace over the internet, or you could consider courses offered by The Open University – see *Useful contacts* on page 46.

### Apprenticeships

As an apprentice, you earn a wage while you are being trained and may eventually gain a qualification. For details of apprenticeship schemes see *Useful contacts* on page 46.

### Alternatives to formal training

There are several other things you can do to gain valuable experience, which can help you feel more confident and improve your chances of getting a job. These may include:

- taking on part-time or temporary work
- getting involved in a local community group
- volunteering.

However, you should first check whether this could affect any benefits you are claiming – contact Jobcentre Plus or, Jobs and Benefits Office in Northern Ireland, or a benefits adviser – see *Useful contacts* on page 46.

## → Starting your own business

Working for yourself can be very rewarding and, in some cases, highly profitable too. It's a chance to do something that really interests you in a way that fits in with your lifestyle and commitments.

However, new business start-ups are notoriously fickle and many end in failure. You don't want to end up putting in hours of hard work and investing a lot of money, only for your business to fail in the end.

Fortunately, when it comes to starting your own business, there's plenty of help and advice out there.

Jobcentre Plus (Jobs and Benefits Office in Northern Ireland) can tell you about financial support available to help people on benefits start a business.

Visit the GOV.UK website for guidance on how to register a new business so that you meet the tax rules, and for advice on all aspects of starting up a new business.

### Remember

The message is simple – when you're setting up a business – plan, plan, then plan some more.




# Useful contacts

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## Money Advice Service

The Money Advice Service is independent and set up by government to help people make the most of their money by giving free, impartial money advice to everyone across the UK – online and over the phone.

We give advice, tips and tools on a wide range of topics including day-to-day money management, savings, planning your retirement and for your future, as well as advice and help for life-changing events such as starting a family or losing your job.

**For advice and to access our tools and planners visit**  
 [moneyadviceservice.org.uk](https://moneyadviceservice.org.uk)

**Or call our Money Advice Line on**  
**0800 138 7777**

**Typetalk**  
**1800 1 0300 500 5000**

## Debt problems

**Citizens Advice**  
[citizensadvice.org.uk](https://citizensadvice.org.uk)

**StepChange Debt Charity**  
0800 138 1111  
[stepchange.org](https://stepchange.org)

**National Debtline**  
0808 808 4000  
[nationaldebtline.org](https://nationaldebtline.org)

**Money Advice Scotland**  
0141 572 0237  
[moneyadvicescotland.org.uk](https://moneyadvicescotland.org.uk)

**Debt Action NI**  
028 9064 5919  
[adviceni.net/advice/debt](https://adviceni.net/advice/debt)

## Find a financial adviser

**Unbiased.co.uk**  
For independent financial advisers or mortgage brokers in your area.  
[unbiased.co.uk](https://unbiased.co.uk)

**Institute of Financial Planning**  
For help finding financial planners in your area.  
[financialplanning.org.uk/wayfinder](https://financialplanning.org.uk/wayfinder)

**The Personal Finance Society**  
For financial advisers in your area.  
[thepfcs.org](https://thepfcs.org)



## Finding a job

### Recruitment and Employment Confederation

020 7009 2100

[rec.uk.com](http://rec.uk.com)

### National Careers Service

0800 100 900

[nationalcareersservice.direct.gov.uk](http://nationalcareersservice.direct.gov.uk)

## Housing advice

### Shelter (England and Scotland)

0808 800 4444

[shelter.org.uk](http://shelter.org.uk)

### Shelter Cymru (Wales)

0345 075 5005

[sheltercymru.org.uk](http://sheltercymru.org.uk)

### Housing Rights Service (Northern Ireland)

028 9024 5640

[housingadviceni.org](http://housingadviceni.org)

### Citizens Advice

[citizensadvice.org.uk](http://citizensadvice.org.uk)

## Jobcentre

### Jobcentre Plus (Great Britain)

Benefits line: 0800 055 6688

Jobseekers line: 0345 604 3719.

Check with your phone provider for cheapest call costs.

[gov.uk/contact-jobcentre-plus](http://gov.uk/contact-jobcentre-plus)

Job vacancies: Universal Jobmatch

[gov.uk/jobsearch](http://gov.uk/jobsearch)

### Jobs and Benefits Office or Social Security Office (Northern Ireland)

Search for jobs and benefits

[nidirect.gov.uk](http://nidirect.gov.uk)

Job vacancies: Jobcentre Online NI

[jobcentreonline.com](http://jobcentreonline.com)

## Local authority or council

Local council – to find yours

[gov.uk/find-your-local-council](http://gov.uk/find-your-local-council)

## Pensions

### The Pensions Advisory Service

0300 123 1047

[pensionsadvisoryservice.org.uk](http://pensionsadvisoryservice.org.uk)

## Redundancy

### **Advisory, Conciliation and Arbitration Service (Acas)**

0300 123 1100

[acas.org.uk](https://www.acas.org.uk)

### **Citizens Advice**

[citizensadvice.org.uk](https://citizensadvice.org.uk)

### **Labour Relations Agency (Northern Ireland)**

028 9032 1442

[lra.org.uk](https://lra.org.uk)

### **Employment Tribunals Service**

[employmenttribunals.gov.uk](https://employmenttribunals.gov.uk)

## Retraining

### **Apprenticeship schemes**

England:

[apprenticeships.org.uk](https://apprenticeships.org.uk)

Wales:

[wales.gov.uk/apprenticeships](https://wales.gov.uk/apprenticeships)

Scotland:

[skillsdevelopmentscotland.co.uk/  
our-services/modern-apprenticeships/](https://skillsdevelopmentscotland.co.uk/our-services/modern-apprenticeships/)

Northern Ireland:

[nidirect.gov.uk/apprenticeships](https://nidirect.gov.uk/apprenticeships)

### **National Careers Service**

0800 100 900

[nationalcareersservice.direct.gov.uk](https://nationalcareersservice.direct.gov.uk)

### **Careers Wales**

0800 028 4844

[careerswales.com](https://careerswales.com)

### **Careers Service Northern Ireland**

0300 200 7820

[nidirect.gov.uk/careers](https://nidirect.gov.uk/careers)

### **Learn Direct**

0800 101 901

[learndirect.com](https://learndirect.com)

### **Skills Development Scotland**

0800 917 8000

[skillsdevelopmentscotland.co.uk](https://skillsdevelopmentscotland.co.uk)

## Tax

### **HM Revenue & Customs (HMRC)**

0300 200 3600

[hmrc.gov.uk](https://hmrc.gov.uk)



## **The redundancy handbook**

is one of the guides available from the Money Advice Service. To see our full range of guides and request copies visit

 [\*\*moneyadviceservice.org.uk\*\*](https://moneyadviceservice.org.uk)

Money Advice Line **0800 138 7777\***

Typetalk **1800 1 0300 500 5000**

If you would like this guide in Braille, large print or audio format please contact us on the above numbers.

\*Calls are free. To help us maintain and improve our service, we may record or monitor calls.

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