



Family and services

Beginner's guide to



Services and support

6.1 Finding out about benefits

This activity will help you use the Internet to find out what services and benefits are available to you.

What will I learn?

- Where you can find information about benefits
- What information you need to find out if you qualify
- How you can find out what benefits you're entitled to

-  Use this document with the glossary
-  A helper should take you through this guide



How do I do it?

Be safe! If you're using this hand-out on a shared or public computer, remember to:

- **Log on using a 'strong password': one that includes upper and lower case letters, numbers, and isn't something that someone else could guess**
- **Don't share or write down your password**
- **Log out when you're finished**

The web links referred to throughout this document can be found in the Useful Links section at the end.

Where can I find information about benefits?

1. If you are unemployed, sick, have dependent children or a disability, you may qualify for benefits. There are many different types of benefits, but the Internet can help you find out which ones you might be entitled to.
2. Go to the UK Government web site at <https://www.gov.uk> and follow the link for Benefits. You will find an A-Z of all benefits and following the links gives extra information on entitlement.
3. To receive benefits you must have a National Insurance number. This is a personal account number that acts as a reference number when

you claim benefits. You should have been sent a National Insurance number when you were 16:

- If you don't have or remember your National Insurance number, you can find help at <https://www.gov.uk/apply-national-insurance-number>

How can I find out what benefits I'm entitled to?

4. Within the Benefits section of the UK Gov web site is a section on Benefits Entitlement and this contains a Benefits Calculator. This leads you through a number of questions and indicates which benefits you could claim. Be prepared to spend some time on this as there are a lot of questions. By using the UK.gov web sites search facility, you can find more details behind the benefits the calculator tells you about.

My learning checklist

- I can find information about benefits online.
- I can use the online benefits adviser to estimate what I qualify for.
- I can find out how to apply for each type of benefit.
- I can download information and forms to help me apply.

Top tips

- Have all the information you need ready before you get an estimate or apply. You will need to find your old payslips, information on any payments you receive, and on your council tax, mortgage, rent and childcare payments.
- Remember to close your web browser program afterwards if you have filled in personal information on a shared or public computer.
- For advice on your benefit claim, ask at your local JobcentrePlus, your local council or your nearest Citizens' Advice Bureau (use your skills to search for these online).
- You may be able to apply for housing and council tax benefit through your local council. Use Beginner guide 6.2 to help you find out how.

Where next?

- Apply for the benefits that you qualify for. You can apply for Jobseeker's Allowance or State Pensions online (see Useful Links). To do this you may need to register as a new user with the Government Gateway. The eservice website will take you through this step-by-step.
- Search your local council website for other local support that could help you, or search for your local Citizens Advice Bureau and get in touch.

Write down any notes that will help you:

Useful Links

You may want to use these links in your session:

UK Government Web Site:

<https://www.gov.uk>

Claim UK State Pension online

<https://www.gov.uk/claim-state-pension-online>

Claim Job Seekers Allowance online

<https://www.gov.uk/jobseekers-allowance/how-to-claim>

National Insurance Number assistance

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