

jobcentreplus

Department for
Work and Pensions



A guide to
support Single
parents into
work

Work

Steps

to

You could be.....

£299 or more

a month better off in work!

**Based on a single person with 1 dependant child,
and working 16 hours per week at national minimum
wage.**

Calculated on a calendar monthly basis

(weekly rate is £69).

Disclaimer: The Department for Work and Pensions is not responsible for the content of third party websites and we have done our best to ensure the integrity of all websites linked within this document. The information and links provided within this pack are just a selection, and there are many others available – you may wish to use an online search engine to look for others yourself. Should you encounter problems with any of the links or websites provided please bring this to the attention of the DWP office which provided you with this document.

This pack is designed to help you prepare for employment. The information you will find in here will help start your journey to finding work.

The starting point will not be the same for everybody. You should discuss your circumstances and thoughts about what you need to help you start work with your Work Coach. They will help to point you in the right direction, by suggesting the steps you can take to improve confidence, experience and abilities.



How do I get started?

There are some basic things you will need:-

- An email account with a suitable email address. If you need help setting this up, speak to your Jobcentre Plus Work Coach who can help you using computer in the Jobcentre;
- An up to date, well presented CV that will help you stand out from the crowd
- To register on [Universal Jobmatch](#) (All you need is your email address see below for more info);
- The ability to write an excellent covering letter;
- The ability to complete an application form;
- Knowledge of types of interview and interview techniques;
- To know where to look for vacancies;
- To know how to prepare for your first day at in your new job

Your Work Coach will help you through this stage and beyond. Help with all of this and more can also be found here: [National Careers Service](#).

[Universal Jobmatch](#) allows you to search for jobs, post your CV, create a job profile, and get updates on jobs of interest.

There are also many other websites for help with CVs, covering letters, interview tips and so on. You can find these using a search engine such as Google. You may need to persevere with your job search and gain new skills and experiences that will help you find work.

If you do not have access to the internet, you can use UK online centres which are based in your community – check where your nearest centre is by phoning 0800 771234 or [ukonlinecentres.com](#)

Work Trials & Work Experience

A **Work Trial** gives you the chance to try out a job and keep getting benefits. It can last up to 30 working days, and you might get offered a job at the end. They are voluntary and your benefits won't be affected if you finish early or turn down a job you're offered.

Work Experience will give you the opportunity to see the skills and behaviours employers want from people; see how the skills you have can be adapted to the workplace; gain real life work experience; build your confidence and give you a recent a work related reference. You will stay on benefit throughout providing you maintain conditionality. Funding is available to cover travel, childcare, replacement care, and reasonable adjustments costs arising as a result.

What is available to help me back to and stay in work?

Ask your Work Coach at the Jobcentre or click the link for more information.

Childcare Subsidy

Childcare subsidy, paid directly to the childcare provider, helps toward the cost of childcare for lone parents or partners starting approved and agreed part-time work of up to 16 hours a week.

Upfront Child Costs

Parents may be awarded payments from the Flexible Support Fund to cover the cost of up front childcare costs when moving into work, such as registration costs.



Childcare Assist

Help with childcare expenses for up to 5 days in the 7 days immediately before starting work if there is written confirmation of a job start date for at least 8 hours per week. Parents entering self employment may be eligible for Childcare Assist.

Payments to remove customer's childcare barriers to work can be used to support customers to enter and remain in employment.

Child Maintenance Options

Providing impartial information and support to help both parents make informed choices about child maintenance. Parents can receive confidential, impartial support about their situation before making formal child support arrangements. There are a number of tools and leaflets parents can access via cmoptions.org or by calling the helpline 0800 988 0988

In Work Advisory Support

In Work Advisory Support (IWAS) is available to assist lone parents with their transition into work and career progression once in work. Eligible lone parents can access Adviser support and guidance up to one hour per month during their first 26 weeks of employment.

In Work Emergency Payment

An In Work Emergency Payment *may* be available to provide support to eligible lone parents who experience a financial emergency in the first 26 weeks of work, enabling them to remain in work. Contact your Work Coach if you experience difficulties in the first 26 weeks of employment.

Help with the costs of childcare when in work

Childcare Element of the Working Tax Credit

Parents may be able to get tax credits to help with the cost of childcare when they are in work of at least 16 hours a week. For partnered couples this would be available from 24 hours a week. The actual amount parents will receive depends on their income.

Salary Sacrifice / Childcare Vouchers

Where the employee agrees to a reduction in their pay in exchange for childcare vouchers. No tax or National Insurance Contributions are paid on the amount of salary converted to vouchers, saving up to £1196 per year per parent.

Free early learning for 2 to 4 year olds

All 3 and 4-year-olds in England are entitled to 570 hours of free early education or childcare a year. This is often taken as 15 hours each week for 38 weeks of the year. Some 2-year-olds are also eligible. Free nursery education can take place in nurseries, playgroups, preschools or at their childminders.



How will you budget when you start work?

Do you need help planning your budget? You may need to think about paying for childcare, paying for transport to work, paying for lunches etc. The [Money Advice Service](#) website helps you plan your budget. You can also use entitledto.com

Financial Advice

The following links have been included to help provide information and support should you need them. Click on the image to go on to the Home Page for each organisation, or click the links within the text.



[Citizens Advice Bureau](#) provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. They help people resolve their legal, money and other problems.



[The Money Advice Service](#) helps people manage their money directly through our own free and impartial advice service. They also work in partnership with other organisations to help people make the most of their money.

They are an independent service, set up by government and can help with things like debt management and budgeting.



[National Debt Line](#) is a helpline providing free confidential and independent advice on how to deal with debt problems.

Visit [My Money Steps](#) for interactive advice online

Or call National Debtline free on 0800 808 4000 Monday-Friday 9am-9pm

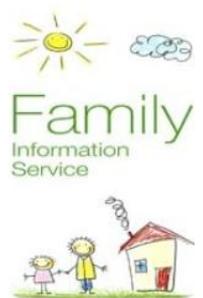
Finding Suitable Childcare

Family Information Service

Families Information Service (FIS) acts as a central information point that supports parents and carers who need childcare for children up to their 20th birthday, 25th birthday if a child has a disability.

FIS help parents' source childcare that suits their individual needs. They can offer vacancy matching services that provide parents with a list of childcare providers that have vacancies that suit parents' requirements. Parents will receive a pack which contains all the information they require.

Parents can find the contact details for their local families information centre [here](#) or through their local council's website.



Sure Start Children's Centres

Sure Start Children's Centres are part of the local system of universal children's services across England. They are a key mechanism for improving the outcomes for young children and their families and reducing inequalities between them to help eradicate child poverty.

Sure Start Children's Centres provide easy access to a range of community health services, parenting and family support, integrated early education and childcare, and links to training and employment support for families with children under the age of five. Parents can find out where their local Sure Start Children's Centre is [here](#)



Child-minders

Search for local child minders [here](#)

Child-minders look after children in their (the child-minder's) own home. They are permitted to provide care for up to six children under the age of 8yrs (this includes their own children); although no more than three children can be aged under 5 yrs. Local Families Information Services will provide parents with the details (cost, contact numbers, services offered, vacancies etc.) of child-minders in the locality.



Nannies & home based carers

Nannies are employed by the parents and normally provide care in the child's own home. Wages vary considerably and the parent (the nanny's employer) is required to pay their tax and national insurance contributions.

Day Nurseries



Day nurseries can be run privately, by a council, the community, or a business (in the workplace). They provide care and education for children from birth to 5yrs; some provide out of school care for 5-11yrs. Opening times usually coincide with a standard working day, 8am-6pm (some will operate before and after these times). Costs vary but most now provide the free 15 hours of early education for 3-4yrs as state run nurseries do.

[Find a nursery school place here](#)

Nursery Schools and Classes

Nursery schools and classes provide early education and childcare for children between 3-5yrs. Many nursery schools form part of the state education system but there are some who are run by private or voluntary organisations. Nursery schools tend to only be open during school hours and term time only, offering some full or half day sessions. Some do provide out of school care.

Children's Centres

Some Children's Centres offer day care and other services for families e.g. health and family support, parenting advice, and training/employment advice for parents. Some Children's centres are attached to schools and provide out of school care for children aged 5-12yrs.

After School and Holiday Clubs Search for local clubs [here](#).

Out of school care provides provision for children before and after school, and during the school holidays for ages 5-11yrs usually in or near schools, youth/community centers. The play workers who run them will often take/collect children from near by school(s). They offer a variety of activities including sport and additional study support.



You must notify DWP of all changes in your circumstances, including any periods of work.

To notify a change of circumstances or discuss your benefit
Call 0345 (or 0845) 608 8545

To discuss an appointment that you have at the Jobcentre
Call 0345 (or 0845) 604 3719

We hope the information in this pack has helped you, however if you need any other information or advice, please contact your Jobcentre Plus Work Coach.



Job websites

Government departments civilservice.gov.uk
Jobcentre website – nationwide vacancies gov.uk/jobsearch
Local government jobs lgjobs.com
Royal Mail jobs royalmail.com/jobs

Specifically for 16-25 year olds: apprenticeships.org.uk
princes-trust.org.uk

Don't forget most companies have their own websites where they advertise jobs and you can also use the websites when researching for interviews. You will find these easily by typing the company name into a search engine

Nationwide agencies:

Agency directory	agencycentral.co.uk
Agency directory, jobs by email	gis-jobs.co.uk/jobseekers
All types	searchconsultancy.co.uk
	indeed.co.uk
	fish4.co.uk
	jobs.theguardian.com
	jobsite.co.uk
	manpower.com
All types/levels	totaljobs.com
All types/levels	monster.co.uk
All types/levels CVs, employer profiles	
Banking, finance, accountancy, and legal - uk & international	cityjobs.com
Construction	rolfberryman.com
Engineering & IT consultancy	matchtech.com
Executive jobs	exec-appointments.com
Graduate & management engineers for micro electronics & semi conductor industry	ic-resources.com
IT/accountancy, engineering, finance, secretarial, legal and medical	jobserve.com
Student jobs incl. Graduate jobs and placements	
Various	activate.co.uk
Various jobs, plus CV & interview advice,	hays.co.uk
	brookstreet.co.uk

Other Support

Get qualifications - Learndirect.co.uk

The Skills to Succeed Academy is a free, highly interactive, online training programme. To help young people choose the right career, build the key employability skills, teaching you how to do things for yourself and building skills. It can give you the confidence you need to manage your own career development and job search - Skills to Succeed Academy

Interview techniques - whatwilltheyask.co.uk

Volunteering is an excellent way to get recent experience, up to date references, meet new people whilst doing something worthwhile do-it.org.uk