

Other types of help you could get

This factsheet tells you about other types of help you may be able to get if you get Child Tax Credit or Working Tax Credit. The help you could get depends on your family income and needs, and where you live. We show the main types of help in this factsheet.

Your tax credits award notice

Your award notice will show your income and family details. Your income is shown in Part 1 *Personal circumstances*. To find out which elements or payments you get, check Part 2 *How we work out your tax credits*. You need to keep your award notice in a safe place - you may need it as proof of your income or tax credits award if you want to claim extra help. If you lose it, please phone our **helpline**.

Help with health costs

If you are getting tax credits because you are on a low income, you and your family may be entitled to the following:

- free NHS prescriptions, dental treatment, wigs, fabric supports and eyesight tests
- vouchers towards the cost of glasses or contact lenses
- help with the cost of travel for NHS treatment on referral by a doctor or dentist.

You will qualify if the income shown on your tax credits award notice is £15,276 a year or less and you are getting:

- Child Tax Credit with or without Working Tax Credit, or
- Working Tax Credit only, including a disability or severe disability element.

Note: NHS prescriptions are free to everyone in Wales and Northern Ireland.

If you qualify for help with health costs you will automatically receive an NHS Tax Credit Exemption Certificate in the post.

If you don't receive your certificate before you need treatment, you can use your tax credits award notice as proof of entitlement. If you haven't received your award notice either, you will need to get a receipt so you can claim a refund.

The leaflets below tell you more about help with health costs and optical vouchers. You can pick them up at Jobcentre Plus offices in England, Scotland and Wales, (Social Security or Jobs and Benefits offices in Northern Ireland), doctors' surgeries, hospitals and some pharmacies or opticians:

- for England - **HC11** and **HC12**
- for Scotland - **HCS1** and **HCS2**
- for Wales - **HC11W** and **HC12W**
- for Northern Ireland - **HC11** and **HC12**.

Healthy Start

You may be entitled to free milk, fresh fruit and vegetables, infant formula and vitamins under the Healthy Start Scheme. You could qualify if you're pregnant or have children under four years old and you:

- get Child Tax Credit, and
- do not get Working Tax Credit (or you just get Working Tax Credit run-on only), and
- the income shown on your tax credits award notice is £16,190 a year or less.

If you qualify through tax credits, you will automatically receive an application form for Healthy Start. But you don't need to wait, you can get a form yourself - see opposite. If you are pregnant and under 18 years old, you will qualify for Healthy Start even if you don't get tax credits. For how to get an application form please see '**Healthy Start**' opposite.

Help

If you would like more help:

- go to www.hmrc.gov.uk/taxcredits
- phone the helpline on **0845 300 3900**
- textphone the helpline (for people with hearing or speech difficulties) on **0845 300 3909**
- write to us at
Tax Credit Office
Preston
PR1 0SB.

When you get in touch with us, please tell us:

- your full name
- your National Insurance number, and
- a daytime phone number.

Your Charter

To find out what you can expect from us and what we can expect from you go to www.hmrc.gov.uk/charter and have a look at *Your Charter*.

Yr Iaith Gymraeg

Ffoniwch **0845 302 1489** i dderbyn fersiynau Cymraeg o ffurflenni a chanllawiau.

Help with health costs

For more information:

- go to www.direct.gov.uk and search for '*Help with health costs*'
- phone one of these numbers
 - for England phone **0845 850 1166**
 - for Scotland phone **0800 224 488**
 - for Wales phone **0300 123 1002**
 - for Northern Ireland phone **0800 587 8982**

For information about NHS Tax Credit Exemption Certificates phone **0845 609 9299**.

Healthy Start

For more information, to get a claim form or apply online go to www.direct.gov.uk and search for '*Healthy Start*'.

To request a claim form phone **0845 607 6823**.

Working Tax Credit run-on

This is the payment you may receive for a further four weeks immediately after you stop qualifying for Working Tax Credit.

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Sure Start Maternity Grant

If you have or are expecting a new baby and you are getting tax credits, you may qualify for the Sure Start Maternity Grant. You can get a lump sum of £500 for each baby and you do not have to pay it back.

You may qualify if you're getting either:

- Child Tax Credit - at a rate higher than the family element, or
- Working Tax Credit including a disability or severe disability element.

To qualify you or your partner must also:

- be expecting a baby within 11 weeks or have had a baby in the past 3 months
- have a dependant child who is expecting a baby within 11 weeks, or who has had a baby in the past 3 months
- have adopted a baby who is under 12 months old
- have, in certain circumstances, been granted a residence order by the courts for a baby who is under 12 months old
- have been granted a parental order by the courts in respect of a surrogate birth.

Do not delay making your claim for a Sure Start Maternity Grant even if you are still waiting to hear about your claim for tax credits, or if you have asked us to review your tax credits award.

You must claim:

- after the 11th week before your baby is due, and
- within 3 months of the birth, adoption, residence order or parental order.

Health in Pregnancy Grant

This is a one-off, tax-free payment of £190 for mums-to-be. The money is to help you with the wider costs in the run-up to your baby's birth.

You can get a claim form from your midwife or doctor - as long as you're at least 25 weeks pregnant. You need to make a claim before you give birth.

Child Benefit

Child Benefit is a tax-free payment that anyone bringing up a child or young person can claim.

If you qualify for Child Benefit you will get the payment, whatever your income or savings.

Child Trust Fund

The Child Trust Fund is a long-term tax-free savings and investment account for children born on or after 1 September 2002. If you have an eligible child, and you receive Child Benefit for them, you will automatically receive a voucher in the post to start the fund.

Guardian's Allowance

You may be able to get Guardian's Allowance if you are bringing up a child because their parents have died (or in some circumstances where one parent has died).

Customers with particular needs

We have a range of services for people with disabilities, including guidance in Braille, audio and large print. Most of our forms and guidance are also available in large print. Please phone our helpline on **0845 300 3900** if you need these services.

Sure Start Maternity Grant

To get a claim pack:

- go to www.direct.gov.uk and search for 'Sure Start Maternity Grant'
- visit your Jobcentre Plus office (Social Security or Jobs and Benefits office in Northern Ireland).

Health in Pregnancy Grant

For more information:

- go to www.hmrc.gov.uk/hipg
- phone the helpline on **0845 3667 885**
- textphone the helpline (for people with hearing or speech difficulties) on **0845 3667 886**.

Child Benefit

For more information:

- go to www.hmrc.gov.uk/childbenefit
- phone the helpline on **0845 302 1444**
- textphone the helpline (for people with hearing or speech difficulties) on **0845 302 1474**.

Child Trust Fund

For more information:

- go to www.childtrustfund.gov.uk
- phone the helpline on **0845 302 1470**
- textphone the helpline (for people with hearing or speech difficulties) on **0845 366 7870**.

Guardian's Allowance

For more information:

- go to www.hmrc.gov.uk and search for 'Guardian's Allowance'
- phone the helpline on **0845 302 1464**
- textphone the helpline (for people with hearing or speech difficulties)

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Help with the cost of your children's education

School uniforms and meals

You may be able to get:

- help towards the cost of school uniforms or activities such as school trips, if you are on benefits or a low income
- free school meals if you are getting Child Tax Credit only and the income shown on your tax credits award notice is £16,190 a year or less.

School transport

Your child will be automatically entitled to free school transport if:

- they are between 5 and 16 years old, and
- they attend the nearest suitable school and the school is further away than the 'statutory walking distance' (2 miles for under 8s, 3 miles for those aged 8 and over).

Education Maintenance Allowance (EMA)

If your child wishes to stay on at school, college or training after GCSEs (Standard Grades in Scotland) they may be able to get EMA. Additionally, if your child is age 16 or over and is re-sitting GCSEs (Standard Grades in Scotland) they may also be able to get EMA. This is a weekly payment of up to £30 depending on household income, and is paid directly into your child's bank account.

To find out more or to request an application pack:

- go to www.direct.gov.uk and search for 'Apply for EMA' (in England and Wales)
- phone the Learner Support Helpline on **0800 121 8989**, or
- you can pick up an application pack at your school, college, learning provider or Connexions office.

Help with childcare

You may be able to get help through tax credits with the costs of approved or registered childcare. See our leaflet *Working Tax Credit - Help with the costs of childcare* (WTC5).

To get a copy:

- go to www.hmrc.gov.uk/leaflets/wtc5.pdf
- phone our orderline on **0845 9000 404**.

Help with your home costs

Essential repairs or improvements

If you are a homeowner or a private tenant you may be able to claim help towards making repairs, improvements or adaptations to your home. The sort of help you could get and whether you can get it is up to your local authority.

Metered water charges in England and Wales

If you are getting tax credits you may be able to get help with your water bill if you:

- live in England or Wales, and
- have a water meter.

Home energy efficiency schemes

You may be able to get energy efficiency grants and offers to help you make energy saving improvements to your home. These grants and offers come from the government, your local authority or your energy supplier:

- for England - you may get a Warm Front grant
- for Wales - the Home Energy Efficiency Scheme (HEES Wales) provides grants
- for Scotland - you may get help through the Energy Assistance Package
- for Northern Ireland - you may be able to get help through the Warm Homes Scheme.

on **0845 302 1474**.

Help with the cost of your children's education

In England, Scotland and Wales you might get help for school transport even if your child does not qualify automatically. Arrangements are slightly different in Northern Ireland, so it's important you check what you're entitled to.

For more information:

- go to www.direct.gov.uk and search for 'Cost of your child's education'
- contact your local authority. You can find their details on the Directgov website or look in *The Phone Book*:
 - in England, Scotland and Wales under 'Local Authority'
 - in Northern Ireland under 'Education and Library Boards'.

More information about childcare

For more information about finding and choosing childcare:

- go to www.direct.gov.uk and search for 'Childcare'
- phone the Childcare Information Service on **0800 234 6346**.

Help with your home costs

For more information:

- go to www.direct.gov.uk and search for 'Home improvement costs'
- go to www.nihe.gov.uk (Northern Ireland only).

For help with metered water charges (England and Wales only) contact your local water company. You can find their phone number on your water bill or in *The Phone Book* under 'Water Authority'.

Home energy efficiency schemes England and Wales

For more information:

- go to www.direct.gov.uk and search for 'Energy efficiency grants'
- for England phone **0800 316 2805**
- for Wales phone **0800 316 2815**

Scotland

For more information go to

www.energyassistancepackage.com or phone **0800 512 012**.

Northern Ireland

For more information:

- go to www.warm-homes.com
- phone **0800 988 0559**.

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Help with funeral expenses

If you get tax credits, you may be able to get a Funeral Payment from the Social Fund to help pay for a funeral you are arranging.

You can apply for a Funeral Payment from the date the person died and up to three months after the funeral. You might have to repay some or all of it from the estate of the person who died.

If you have any other means of paying for the funeral, other than personal savings, you may not be entitled to the payment.

You may qualify if you are getting either:

- Child Tax Credit - at a higher rate than the family element, or
- Working Tax Credit including a disability or severe disability element.

Court fees

You may be able to get help with the cost of court fees in civil, family and probate proceedings.

The leaflet *Court fees - Do you have to pay them?* (EX160A) has more information and tells you how to apply for a remission. It is available from court offices and online - see 'Help with court fees' opposite.

Legal costs

You may be able to get help with the cost of advice and representation from a solicitor for civil cases (a case that does not involve criminal charges).

A solicitor, your local law centre or any Citizens Advice Bureau will be able to tell you if:

- your case is strong enough to take forward, and
- you will be eligible for public funding.

Prison visits

You may be able to get help with the cost of visiting a close family member or partner, or in certain circumstances, a friend, who is being held in prison.

You may qualify if the income shown on your tax credits award notice is £17,474 a year or less and you get:

- Child Tax Credit with or without Working Tax Credit, or
- Working Tax Credit only, including a disability or severe disability element.

You can pick up an information pack, which includes a claim form from:

- the prison where your family member, partner or friend is held
- any prison visitors' centre, or
- most benefits offices including Jobcentre Plus (Social Security or Jobs and Benefits offices in Northern Ireland).

Help with funeral expenses England, Scotland and Wales

For more information or to get a claim form:

- go to www.direct.gov.uk and search for 'Funeral payments'
- visit your Jobcentre Plus office.

Northern Ireland

For more information:

- go to www.dsdni.gov.uk and search for 'Funeral payments'
- visit your Social Security or Jobs and Benefits office.

Help with court fees

For more information:

- go to www.hmcourts-service.gov.uk and search for 'Court fees'
- contact your local court.

Help with legal costs

England and Wales

For more information from the Community Legal Service Directory:

- go to www.clsdirect.org.uk
- phone **0845 345 4345**.

Scotland

For more information from the Scottish Legal Aid Board:

- go to www.slab.org.uk
- phone **0845 122 8686**.

Northern Ireland

For more information from the Legal Services Commission:

- go to www.nilsc.org.uk
- phone **0289 040 8888**.

Help with prison visits

For more information:

- go to www.direct.gov.uk and search for 'Prison travelling costs'
- phone the Assisted Prison Visits Unit on **0845 300 1423**
- textphone the Assisted Prison Visits Unit (for people with hearing or speech difficulties) on **0845 304 0800**.

These notes are for guidance only and reflect the position at the time of writing. They do not affect any right of appeal.

Customer Information Team
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