

# Herefordshire Community Network

## Support for Ukraine – information for guests

### If you leave the UK for more than 4 weeks

#### Pension credit

You can't get pension credit if you move abroad permanently. If you leave the country temporarily, your pension credit can continue to be paid as normal, but not for longer than: - **4 weeks** where the absence is not expected to exceed 4 weeks. If you're **moving abroad for medical treatment**, you may still be able to receive this benefit for up to 26 weeks.

#### How to report a change

Pension Service helpline

Telephone: 0800 731 0469

Textphone: 0800 169 0133

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0469

Monday to Friday, 8am to 6pm (except public holidays)

#### Child Benefit

Short absences abroad will not affect your right to **Child Benefit** and some people may have the right to Child Benefit even if they do not live in the UK.

If you go abroad temporarily, you can continue to get Child Benefit **for up to 8 weeks**, regardless of the reason for your absence. **If you go or stay abroad because of illness, disability, or the death of a family member**, you can receive Child Benefit **for the first 12 weeks**. However, if you plan to stay abroad for more than 8 weeks, you should inform the Child Benefit Office

You can use Relay UK if you cannot hear or speak on the phone, dial 18001 then 0300 200 3100.

Find out more on the [Relay UK website](#).

Telephone:

**0300 200 3100**

Outside UK:

**+44 161 210 3086**



# Herefordshire Community Network

## Support for Ukraine – information for guests

Opening times:

Our phone line opening hours are:

Monday to Friday: 8am to 6pm

Closed weekends and bank holidays

### Universal Credit

You must be eligible for **Universal Credit** when you're going abroad and remain eligible for it while you're abroad. The eligibility depends on where you're going and how long for. **You can claim certain benefits if you're going abroad for up to 13 weeks (or 26 weeks for medical treatment)**

You must notify the Department for Work and Pensions (DWP) if you are going abroad.

**Tell the office that pays your benefit if you plan to go abroad for more than 4 weeks.**

To notify the Department for Work and Pensions (DWP) of your travel plans, you can contact your local Jobcentre Plus or the office that pays your benefit.

**You can also contact the Universal Credit helpline at 0800 328 5644**

**You can claim the following benefits if you're going abroad for up to 13 weeks (or 26 weeks if it's for medical treatment):**

- [Attendance Allowance](#)
- [Disability Living Allowance \(DLA\) for children](#)
- [Personal Independence Payment \(PIP\)](#)

You can carry on claiming [Carer's Allowance](#) if you take up to 4 weeks holiday out of a 26-week period.

**Attendance Allowance** helpline

Telephone: 0800 731 0122



# Herefordshire Community Network

## Support for Ukraine – information for guests

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0122

Monday to Friday, 8am to 6pm

### Call the DLA helpline

Telephone: 0800 121 4600

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 4600

Monday to Friday, 9am to 5pm

### PIP enquiry line

Telephone: 0800 121 4433

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 4433

Monday to Friday, 9am to 5pm

### Carer's Allowance\_general enquiries

Telephone: 0800 731 0297

[Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0297

Monday to Friday, 8am to 6pm

The information correct as of 18.11.2024