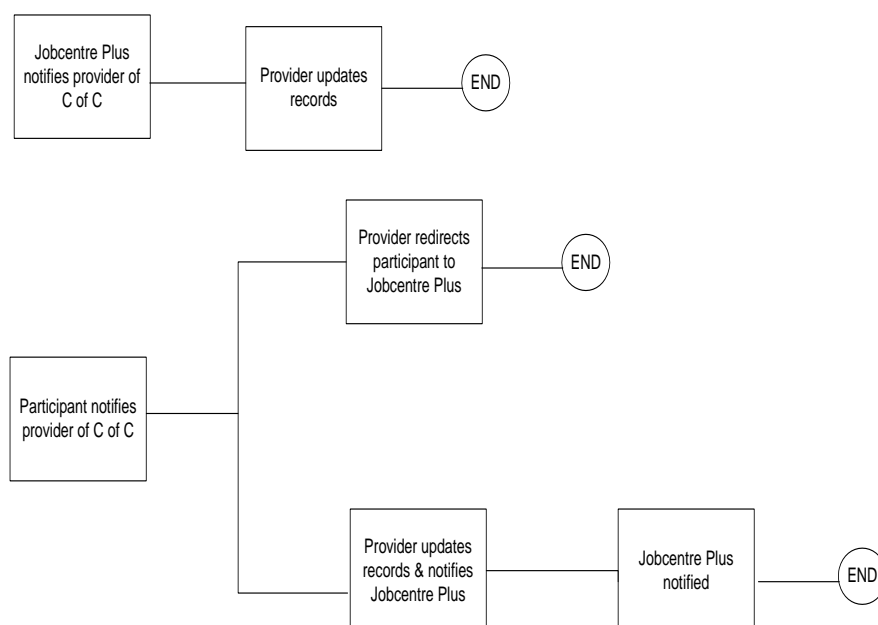


Chapter 5 - Change of Circumstances and Notifications

Participant notifies provider of change of circumstances.....	1
Jobcentre Plus notifies provider of a change of circumstances	2
Informing Jobcentre Plus of an incident or accident on your premises.....	2
Easement for Victims of Domestic Violence	2
Detailed background and further information	3

High Level Must Dos



How to

Participant notifies provider of change of circumstances

1. You must notify Jobcentre Plus if the participant (or their representative) tells you that:
 - they have started work (this includes any part time work)
 - they are sick
 - the participant has died
 - they have had an accident or been involved in an incident on your premises.

Actions

- Notify Jobcentre Plus of the change using the Change of Circumstances form ([WP 07b](#))

- Where a participant informs you of a change of circumstance other than those listed above you are to direct them to report the change to Jobcentre Plus.

Consequence Failure to notify Jobcentre Plus may result in an overpayment of benefit to the participant.

Background

Further detail is provided in the [Detailed background and Further Information Section](#).

Jobcentre Plus notifies provider of a change of circumstances

2. Jobcentre Plus will notify you if a participant has a change in their circumstances on the change of circumstances notification form WP 07b

Actions

- Review the change of circumstances and consider the impact on your engagement/support with the participant.

Consequences Failure to review a change may result in you providing inappropriate support for your participants. You may also miss out on outcome payments if you fail to record that a participant has started work.

Background

Further detail is provided in the [Detailed background and further information section](#).

Informing Jobcentre Plus of an incident or accident on your premises

3. Any incidents or accidents which occur on your premises should be reported to your Jobcentre Plus contact immediately by telephone and followed up in writing. See [Generic Guidance Chapter 2 – Delivering Work Programme Provision](#).

Easement for Victims of Domestic Violence

4. Where a participant notifies Jobcentre Plus that they have been a victim of actual or threatened domestic violence, Jobcentre Plus will send you the change of circumstances form with the start date of the easement. When the easement ends, Jobcentre Plus will send you another change of circumstances form so that you can resume engagement with the participant.

Actions

- On receipt of notification that an easement applies, suspend your engagement with the participant; no sanction doubt should be raised if

they fail to undertake a mandated activity unless completion was expected before the easement was awarded.

- When you receive notification that the easement period has ended you should resume your engagement with the participant

Background

5. Further detail is provided in the Detailed background and further information section.

Detailed background and further information

Participant notifies provider of change of circumstances

6. Where a participant informs you of a change of circumstance other than those detailed below, you are to direct the participant to report the change to Jobcentre Plus.

Participant starts work

7. If a participant notifies you that they have started work (either paid or unpaid), you need to notify Jobcentre Plus. This includes any part-time, voluntary, or full time work.

Please note: If you know the address of the employer this information should be entered on the WP07b form when notifying Jobcentre Plus.

Participant is sick

8. You should notify Jobcentre Plus of the beginning and anticipated end date and the nature of the illness. It would also be good practice for you to note your records of their period of sickness.

Participant death

9. If the participant's representative notifies you that the participant has died you must notify your Jobcentre Plus contact straight away by telephone and follow up in writing as usual.

Please Note: you should only note your records at this stage. **Do not undertake any action to input the completer reason until you receive confirmation of the participants' death from Jobcentre Plus.**

Participant changes E-Mail address

10. If you have chosen to communicate with a participant via email and they report a change of email address to you, you should record this on your system, **do not send the participant to Jobcentre Plus.**

Jobcentre Plus notifies provider of a change of circumstances

11. When Jobcentre Plus becomes aware of any changes in participant information, for example name, address, status (disability, parental etc), telephone number, availability etc, they will notify you on the change of circumstances notification form (WP07b)

12. You should bear in mind that a participant is with you throughout the 104 weeks duration of the Work Programme and you should endeavour to work with them no matter what their circumstances. However, an exception is where Jobcentre Plus notifies you that a participant has been a victim of actual or threatened domestic violence and a period of easement starts.

Changes of Circumstance

- Name
- Address
- Phone number
- Status
- Available Hours
- Caring responsibilities
- Signing day/cycle
- Sickness
- Admission to hospital
- Holiday
- Part time work
- Part time education
- Voluntary Work
- Permitted Work (Employment Support Allowance [ESA] participants)
- Entitlement
- ESA WCA appeal
- participant emigrates
- Death
- New claim to Jobseekers Allowance (JSA)
- New claim to Income Support (IS)
- Changes to the participants conditionality
- participant is imprisoned
- Special Customer Record participants
- Transfer of Jobcentre Plus District
- Incident on Jobcentre Plus premises
- Where a Lone Parent's youngest child reaches 5 years old
- Easements for victims of domestic violence (JSA/ESA WRAG participants)
- Attendance at an Annual Training Camp as a member of the Reserve Forces

(Please Note: this list is not exhaustive)

Participant moves to another geographical area

13. If a participant (regardless of claimant group) changes address to one outside your contract package area they will remain your responsibility. It will be up to you to arrange appropriate support via yourselves and your strategic partners to deliver the service requirement until the end of their 104 weeks allotted time.

Participant has a holiday planned (within GB)

14. The process for participants taking holidays differs depending on their claimant group:

- All JSA claimant groups are entitled to a total of two weeks holiday within a 12 month period
- All ESA claimant groups are not limited to the amount of time they are allowed to spend away from home within Great Britain; also they are not expected to notify yourselves or the Benefit Centre if they go on holiday
- IS and Incapacity Benefit (IB) claimants must notify Jobcentre Plus of the period they will be away and an address where they can be contacted

Please Note: For holiday purposes the term 'Great Britain' includes: England, Scotland, Wales, Northern Ireland, Shetland, Hebrides, Orkney, Lundy, Isles of Scilly, Isle of Wight, Isle of Man and the territorial waters adjacent to Great Britain, 'Great Britain' does not include The Channel Islands for holiday purposes.

Participant is going abroad temporarily (including holidays abroad)

15. All JSA (IB) claimants going abroad will have their claim for JSA closed for the period they are away.

16. JSA (Contributory [C]) claimants holidaying abroad will also have their claims closed.

17. If a JSA (C) claimant moves abroad permanently, they may have the right to claim the remainder of their benefit in the country they move to. Jobcentre Plus will inform you of this change.

18. ESA claimants can go abroad for a period of up to 4 weeks and do not have to notify Jobcentre Plus that they are doing so.

19. IS and IB claimants can go abroad for a period of up to 4 weeks, but must notify Jobcentre Plus that they are doing so.

20. In some exceptional cases ESA can be paid to a participant whilst they are abroad for a period of up to 52 weeks. The participant has to request permission from DWP if they wish to do this.

21. If permission is granted you will be notified of this change.

Participant death

22. If Jobcentre Plus becomes aware that the participant has died they will contact you immediately by telephone and also notify you in writing.

Participant's entitlement to benefit changes

23. Should a participant's entitlement to benefit change during their time with you, Jobcentre Plus will notify you of changes in conditionality/participation requirements etc.
24. It is important to bear in mind that the participant is to remain with you throughout the 104 weeks allotted time, unless they satisfy one of the early completion reason criteria see Chapter 10 – Completing the Work Programme, no matter what the change(s) in their circumstance.

Participant is imprisoned

25. Should the participant become imprisoned whilst attached to the Work Programme, support should continue.
26. It is important to review the change in circumstances and consider the impact of imprisonment on your engagement/support with the participant.

Mandatory participant moves from JSA to ESA

27. Where you are notified that a mandatory JSA participant has ceased their JSA to claim ESA, they remain attached with you and their participation requirements should be treated as the same as those of a Voluntary ESA participant until the outcome of the Work Capability Assessment (WCA)
28. The WCA should occur within the first 12 weeks of a claim to ESA. The outcome of the WCA will determine the Work Related Activity Group the participant is placed into and therefore the requirements of their participation in the Work Programme as defined in [Chapter 2 of the work Programme Provider Guidance](#)
29. All change of circumstances notifications either sent to or received from Jobcentre Plus will be on the WP07b change of circumstances form.
30. A separate form for each Jobcentre Plus office must be sent on a daily basis unless there are no changes to notify. There are drop-down fields on the form to select:
- the type of benefit claimed by the participant
 - the type of change
31. Once completed, print out and send securely to your locally agreed Jobcentre Plus contact. This process will remain until a secure IT solution is developed. For further information about sending documents securely refer to [Generic Guidance Chapter 8 – Information Security](#).

Employment and Support Allowance (ESA) changes

32. Changes have been introduced to limit the period for which contribution-based ESA (C) can be paid. These changes were passed as part of the Welfare Reform Act 2012 and came into effect on 1 May 2012.
33. The changes are:

- To limit the amount of time people in the Work Related Activity Group can receive ESA (C) to 365 days. From 1 May, entitlement stops for claimants who have already received 365 days of contribution-based ESA. (People in the Support Group and those solely claiming income-related ESA are unaffected by this change); and
- To remove the special contribution conditions that allowed some young people to qualify for ESA (C) without paying National Insurance contributions, and prevent any new ESA claims on grounds of youth. From 1 May onwards, young people will still be able to claim income-related ESA and will receive this if they are entitled.

Impact of the Changes

34. There will be no change for claimants already on the Work Programme who move on to income related ESA from contribution-based ESA. They will continue to participate in the Work Programme in the same way they did prior to the change.
35. ESA (C) claimants already on the Work Programme who become credits only cases will receive support through the Work Programme as a National Insurance credits only case. However, their participation will become voluntary, rather than mandatory.
36. Claimants moving onto income related ESA from contribution-based ESA who are not already on the Work Programme will be considered for mandatory referral to the programme by Jobcentre Plus.
37. Claimants moving onto ESA credits only from contribution-based ESA who are not already on the Work Programme will be considered for voluntary referral to the programme by Jobcentre Plus.
38. Jobcentre Plus will notify Work Programme providers of any change in a participant's benefit status on the change of circumstances notification form (WP07b).
39. All payments are based upon the original claimant group regardless of any changes in benefit. More details about participant changes in circumstances during the Work Programme can be found in [Chapter 2](#).

Easements for victims of domestic violence

40. JSA or ESA WRAG claimants subject to conditionality can have an easement when they have been a victim of actual or threatened domestic violence.
41. JSA claimants will be excused from meeting the labour market conditions: availability; actively seeking employment, having to have a JSAG (unless they already have one) in certain circumstances, if they tell Jobcentre Plus they have been subject to domestic violence in the previous 26 weeks.

42. JSA claimants can also be excused from attending Jobsearch Reviews during any agreed easement period.
43. There are two elements to the new easement:
- an initial 4 week period starting on the day the person notifies Jobcentre Plus that they have been threatened with or subject to actual domestic violence; and
 - the facility to extend the initial easement to 13 weeks upon production to Jobcentre Plus of written evidence by the claimant during the initial 4 week period. If the evidence is produced, the 13 week period will begin on the same date as the 4 week period.
44. The purpose of the easement is to give the claimant time to resolve any immediate issues arising from the domestic violence, such as finding new accommodation, changing children's schools or getting legal advice etc.
45. Anyone making a new claim or already receiving benefit who tells Jobcentre Plus that they have been a victim of actual or threatened domestic violence is eligible for the initial 4 week easement as long as:
- the incident of domestic violence occurred within the previous 26 weeks; and
 - it meets the definition of domestic violence; and
 - they are not living at the same address as the abuser; and
 - they have not previously had a period of domestic violence easement within the last 12 months.

Notification and Action

46. A claimant stating that they are a victim of domestic violence will not be referred to the Work Programme until either the end of their 13 week easement period or after the end of the initial 4 week notification period if they fail to provide supporting evidence within that period.
47. If providers identify that participants already on the Work Programme may be victims of domestic violence, they should advise the claimant to contact their Jobcentre Plus office straightaway.
48. Jobcentre Plus will consider the participant's eligibility and notify the provider in writing if the domestic violence easement applies using the WP07b (change of circumstances) form.
49. The WP07b form will state:
- whether the easement is for 4 or 13 weeks as appropriate;
 - start date of the easement;
 - anticipated end date of the easement;

- reason for ending (i.e. the easement reached full term; no evidence provided by the end of the fourth week, claimant no longer wishes to avail themselves of the easement, etc);
 - if the easement ended before the anticipated date, the revised date.
50. Where an easement period applies, participation on the Work Programme will be suspended for the duration of the easement. During this time, no contact with the participant should be made and no sanction doubt should be raised if they fail to undertake a mandated activity, unless completion was expected before the easement was awarded. When the easement period has finished, Jobcentre Plus will notify the provider using another WP07b form. The provider can then resume engagement with the participant.
51. A participant does not have to use all of their 13 week easement in one go. If, before the end of the period, they feel that they are able to meet the benefit conditionality requirements, they can 'bank' any remaining weeks and apply to use them again provided that they are used up within 12 months of their first notification to Jobcentre Plus that they have been a victim of domestic violence.
52. A participant for whom a domestic violence easement applies will not have their time on the Work Programme extended. It will remain at 104 weeks. We expect a very small number of participants to be affected by this easement.

Special Customer Record participants

53. If a Special Customer Record (SCR) participant reports that they are sick, have found work (paid or unpaid) or have had an incident or accident, your Nominated Officer should complete a Change of Circumstances form WP07b, ensure that it is marked clearly that the customer is a SCR participant and send it to the Nominated Officer in the relevant Jobcentre Plus office.
54. Any notifications you receive from Jobcentre Plus about a SCR participant should only be dealt with by your Nominated Officer who should always ensure that 'SCR participant' is marked clearly at the top of the form before sending it securely to the Nominated Officer in the relevant Jobcentre Plus office. Further information may be found in Generic Provider Guidance Chapter 2 - Delivering DWP Programme Provision.
55. All information on SCR participants whether received from Jobcentre Plus or generated by yourselves must be stored securely at all times. Further information is contained in Generic Provider Guidance Chapter 8 – Information Security.

Easement for participants who are members of the Territorial Army or Reserves Forces

56. From 30th July 2012 the Jobseekers Allowance (members of the Reserve Forces) Regulation 2012 comes into force.

57. The new regulations require Territorial Army members or reserve forces to attend a two week period of training each year. The territorial or reserve forces are:

- Royal Fleet Reserve
- Royal Naval Reserve
- Royal Marines Reserve
- Army Reserve
- Territorial Army
- Royal Air Force Reserve
- Royal Auxiliary Air Force
- The Royal Irish Regiment

58. From 30th July 2012 a participant who is a member of the territorial or reserve forces will be excused attendance from the Work Programme for a maximum of 15 days in any calendar year, where they are attending their annual training camp.

59. Where a participant reports that they are due to attend their annual training camp, you should advise them that they are required to report it as a change of circumstances to their local Jobcentre, before they attend the camp.

60. The Jobcentre will confirm the participants attendance on the training course by sending you a WP07b (change of circumstances) form.

61. On receipt of form WP07b, stating that the participant is taking part in annual continuous training, participation in the Work Programme will be suspended for the duration of the training period and no contact should be made with the participant.

62. No sanction doubt should be raised if the participant fails to undertake a mandated activity, unless completion of that activity was expected before the annual training period commenced.

63. You can resume engagement with the participant once the end date of the annual training period has passed.

64. A participant for whom this easement applies will not have their time on the Work Programme extended.