

Transfer Claims

Guidance Queries and Help

If you are unable to find an answer to a particular question regarding policy within this guide you must contact the Jobcentre Plus Live Support Advice Line. Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only. Details of how to contact them can be found by clicking on the following hyperlink, Advice Line Home Page.

Please do not use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries. These should only be used to report broken hyperlinks.

Claimant requests office transfer

Claimants are allocated to a jobcentre at First Contact based on their postcode. They can request to attend another jobcentre if they have a good reason which is deemed acceptable.

Claimants are expected to attend their allocated office for the duration of their claim, unless their circumstances warrant a change of office. For example, a banning order.

Claimants are required under Regulation 23 of the Jobseeker's Allowance regulations to participate in interviews at a time and place that DWP specify.

Claimants **do not** have the right to transfer offices at their own request.

If a claimant requests to transfer offices during the duration of their claim the office that the claimant is requesting to attend should consider the request, including:

- the reasons for wanting to transfer;
- local discretion; and
- the capacity of the office.

Each case must be considered on its own merit.

Example 1

A claimant wants to transfer office as no public transport is available to get to her current office and she has to make the journey by foot. However there is public transport available to get to another office in the same area. This is an example of where an office transfer could be granted.

Example 2

A claimant wants to transfer office to be closer to his partner's home address. This is an example of where it is unlikely that an office transfer would be agreed

Example 3

A claimant moves house and it would be unreasonable for him to travel to his current office. This is an example of where an office transfer could be granted.

Transfer accepted

If a claimant's request to transfer is accepted the following action must be taken:

- The change of circumstances notified to the Benefit Centre;
- Arrangements are made to have the Labour Market Unit transferred to the new office;
- The attendance arrangements at the new office are confirmed and notified to the claimant;
- If the claimant is on the Work Programme the provider must be notified;
- Consideration given as to whether the Jobseeker's Agreement needs to be reviewed because of a change in the Labour Market, or if the support available to the claimant differs and if so, clerical arrangements are made for an advisory interview to take place on the date of the claimant's first attendance at the new jobcentre;
- LMS is updated with the new office ID; and
- The claimant should also be included in ADAPT in the new office and removed from it in the old.

Once the change of office has been agreed, this becomes the claimant's designated office of attendance and existing rules around travel costs apply.

Postal Claimants

Where an office move would result in a claimant being within the eligibility criteria for postal status this **must not** be granted.

Claimant notifies a change of address

If the claimant notifies a change of address and no record of that change is held, details of the new address are taken and Labour Market System (LMS) updated accordingly.

The following action is taken:

Step	Action
1	Jobseeker's Allowance Payment System (JSAPS) dialogue JA504: General Enquiry is used to confirm: <ul style="list-style-type: none">• the office to which the claimant is currently linked, or will transfer to;• whether the Jobseekers Allowance award has been terminated; and, if not• whether the claimant is receiving contribution-based Jobseekers Allowance (JSA(C)), or income-based Jobseekers Allowance (JSA(IB))
2	if the claim is live and the claimant is in receipt of JSA(C), form JSA460 is issued.
3	if the claim is live and the claimant is in receipt of JSA (IB): <ul style="list-style-type: none">• form JSA460 is issued if the only change in the claimant's circumstances is a change of address;• form JSA3 is issued if there is another change in the claimant's personal circumstances, in addition to the change of address.

4	Notify the Benefit Centre of the change by the agreed means and that form JSA460/JSA3 has been issued, unless it is not to be used as the means of notifying the Benefit Centre.
5	if the claim has been terminated, or is dormant and the claimant wants to re-claim Jobseekers Allowance, they should be referred to the appropriate contact centre for a full Customer Management System (CMS) gather to be conducted.

NOTE: A change of jobcentre does not mean that a new claim must be made. The original claim continues but the Labour Market elements of that claim become the responsibility of a different office.

Change of jobcentre

A claimant's change of address may also mean that a different jobcentre will have responsibility for them. If so, the appropriate actions below are to be taken.

Claimant notifies change of address to the original jobcentre before their next signing date

If the claimant notifies the original jobcentre before their next signing date, that they have moved, or that they are due to move address before that date and this change means that the claimant will become the responsibility of another jobcentre, the JSA460 and/or the JSA3 are sent to the current Benefit Centre.

The new jobcentre is contacted, to notify them of the change and to confirm that the claimant's attendance arrangements can remain in place.

Staff in the new jobcentre will consider whether the JSAG needs to be reviewed because of a change in the Labour Market, or if the support available to the claimant differs and if so, clerical arrangements are made for an advisory interview to take place on the date of the claimant's next due attendance.

Arrangements are made for the LMU to be transferred once the change of address has changed.

Once the change of address has taken place, staff in the new jobcentre will change the office ID on LMS and update it with new adviser, diary details and the advisory interview.

The claimant should also be included in ADAPT in the new office..

Claimant notifies change of address to the new jobcentre before their next signing date

If the claimant notifies the new jobcentre before their next signing date, that they have moved, or are due to move address and this change means that the claimant will become the responsibility of another jobcentre, the JSA460 and/or the JSA3 are sent to the current Benefit Centre.

The attendance arrangements are confirmed and notified to the claimant.

Consideration is given as to whether the JSAG needs to be reviewed because of a change in the Labour Market, or if the support available to the claimant differs and if so, clerical arrangements are made for an advisory interview to take place on the date of the claimant's first attendance at the new jobcentre.

Arrangements are made to have the LMU transferred once the change of address has taken place.

On the date of the address change, LMS is updated with the new office ID, diary details and the advisory interview

Claimant notifies change of address on their next signing date

If the claimant notifies either jobcentre that they have changed address when they attend their Jobsearch Review, the following steps are to be taken:

Step	Action
1	The Jobsearch Review is conducted in that office, based on the number of agreed activities
2	Any doubts are referred to a Personal Adviser
3	If the JSAG needs to be reviewed, an advisory interview is arranged at the new jobcentre for an appropriate time and date
4	The forms JSA460 or the JSA3 are sent to the new Benefit Centre
5	LMS is updated with the new office ID and arrangements are made for the LMU to be transferred once a decision has been made on any doubts raised

Note: Due to the risk of incorrect payments being issued because of the changes of circumstance, JSAPS Dialogue JA470 is not to be updated following the Jobsearch Review.

On receipt of the JSA460/JSA3, the Benefit Centre will arrange for the transfer of the JSAPS record, assess any changes to the benefit entitlement and arrange for the due payment to be released.

Claimant notifies change of address after their next signing date

If the first notification of the change of address is after the date the claimant is due to attend the Jobsearch Review, action as in Failure to attend Jobsearch Review is taken before continuing with the appropriate actions above.

Interview outstanding at the point the change of address is notified

Staff in whichever office is notified of the change must contact the other, to discuss the purpose of the interview, the circumstances of the change, what that may mean for the claimant and therefore, whether the original purpose is still appropriate, whether there is a new reason for the interview and at which office it should be undertaken.

Action on completion of interview

Once the claimant has attended the interview, the amendment of the 'Attending Office' is confirmed on LMS and arrangements for the Labour Market Unit to be transferred are made, if these have not already been done. To ensure that the LMS record remains accurate, the original Date of Claim and Restart Date are not to be amended.

Joint claim transfer claims

When transferring joint claims into an office, it is necessary to first arrange for the previous office to de-link the two records on JSAPS before taking normal transfer action.

Transfer claims from Northern Ireland

Normal transfer claim action is taken, the appropriate claim form is issued and any claimant intending to transfer their claim from Northern Ireland advised that they should complete and return booklet ES40JP to their previous office.

Note: Claimants can only be paid JSA(NI) up to the last day they were in Northern Ireland and must return their ES40JP within seven days of this date to ensure continuous payment of Jobseeker's Allowance.