

## Claim Termination Action

### Notification of claim termination – Claimant Starting Work

1. All claimants who notify Jobcentre Plus that they are starting work must be encouraged to use the into work telephony service offered by the IOW team.
2. The objective of the “in to work” process is to capture information about the claimant’s employment at one point of contact (Jobcentre Plus) and share the information with:
  - Jobcentre Plus (internally to BDC’s and Jobcentres)
  - Local authorities – where there is a HB/CTB claim
  - HMRC where there is a Tax Credit interest
3. The aim is to speed up claim closure and instigate payments of any in-work benefits due.
4. Claimants are issued with an IOW2 leaflet when they claim or at their Fortnightly Jobsearch Reviews. The leaflet gives the claimant the telephone number to ring when they find work and explains the service provided.
5. The telephone number on the leaflet is for the local Claim Termination team. Claim termination teams may be sited centrally within districts or regions or on a single site basis.
6. Claim termination teams input claimant information into templates using an IT application called iWorks2. Forms are transferred electronically using government approved secure e mail.
7. In order to apply the process the claimant must be:
  - be claiming JSA or IS; and
    - must not be starting work more than 7 days in advance of the call; **or**
    - be due to attend a jobsearch review before starting work; **or**
    - have failed to attend their jobsearch review.
8. Only IS customers who are in contact with an Adviser regarding any WFI activity can close their claim using the iWorks system. This is because these are the only IS cases where there is Adviser contact and an IWK2 letter is issued to advise on the process. For further information, please see the Income Support Guidance – claim closure

### Claim Termination Team Action

9. There is no need for claim termination teams to input dialogue JA099. The BC take all necessary action to clear outstanding actions and ensure the claim is fully terminated.

10. When the claimant calls:

Step	Action
1	verify the claimants identity by asking normal security questions, including: <ul style="list-style-type: none"><li>• name;</li><li>• National Insurance Number;</li></ul>

	<ul style="list-style-type: none"> <li>• date of birth; and</li> </ul> <p>a minimum of three security questions, the answer to which only the claimant or their genuine representative is likely to know.</p>
2	<p>Advise the claimant that some details are needed to be gathered in order to close the claim. Then:</p> <ul style="list-style-type: none"> <li>• Establish if the claimant wishes to claim any in-work benefits and explain the need to take further details; and</li> <li>• Tell the claimant we will share relevant information with HMRC Tax Credits and the Local Authority as appropriate in order to put any in-work benefits they may be entitled to in to payment.</li> </ul> <p><b>Note:</b> If the claimant does not give permission for their information to be shared, explain that we cannot help them claim any in-work benefits and they must contact the local authority and/or tax credits office. Explain that this may delay payment of any in-work payments.</p>
3	Check the claim is current, and their work start date is within 7 days and after last normal date of attendance.
4	Access iWorks 2
5	Gather the information using the in-to work script.
6	<p>iWorks 2 automatically navigates users through the completion of -</p> <ul style="list-style-type: none"> <li>• IWK2 – for all claimants</li> <li>• IWK4 – for claimants wishing to claim Housing Benefit and or Council Tax benefit</li> <li>• TC600 - for claimants with a new claim to tax credits</li> </ul> <p>For claimants already in receipt of Working Tax or Child Credits iworks directs users to contact the Tax Credit Office using a three-way call involving the Tax Credit Office, Jobcentre Plus and the claimant.</p> <p><b>Note:</b> This is a dedicated number for Jobcentre Plus use only and must not be given to the claimant</p>
7	iWorks 2 produces a summary which allows users to preview information being to sent to the BC and Local Authority. There is no preview facility for the TC600.
8	Within the IWK2 preview, print the IWK2 and retain for audit.
9	<p>Click “submit”. This will forward completed forms to the relevant processing site:</p> <ul style="list-style-type: none"> <li>• IWK2 to BC</li> <li>• IWK4 to Local Authority</li> <li>• TC600 to Tax Credit Office.</li> </ul>
10	Update LMS and close the LMS record.

## BC Action

Step	Action
1	Monitor the shared email box at regular intervals for receipt of any IWK2s.
2	Use dialogue JA099: Record Claim Termination Details, JA200 Award and Decision, JA405 Compute Payment to terminate the claim. There is no need to verify claimant details as this has been done by the claim termination team when completing the IWK2 .
3	Once complete, delete the email from the mail box
4	Use FARIO to mark claim documents as PA and input a decision date. See CMS filing guidance for more information.

## Notification of Claim Termination – Other than Starting Work

11. A change of circumstances, other than starting work, that results in the claim being terminated must be notified in writing.

12. If you are notified by telephone:

Step	Action
1	Ask the claimant to: <ul style="list-style-type: none"><li>• attend the jobcentre in person; or</li><li>• complete and return forms:<ul style="list-style-type: none"><li>◦ ES40, ensuring it is signed at Part 5; and</li><li>◦ B7 and/or Wageslip, if they have done any part-time work;</li></ul></li></ul>
2	record the telephone call on form A6 and in dialogue JA110: Maintain Notepad.

## Information required to terminate a claim

13. The following information is required to terminate a claim:

- if the claimant is starting full-time work:
  - the date work is due to start; and
  - details of any part-time work undertaken before starting full-time work;
- if the claimant is starting training (excluding employment programmes that attract an allowance payment):
  - the date training is due to start;
  - details of any part-time work they have undertaken before starting training;
- if another benefit is claimed:
  - details of the other benefit being claimed (if the claimant is pregnant the claim must not be terminated just because the woman has reached 11 weeks before the expected week of confinement, see guidance for further information);
  - the date the other benefit is being claimed from;

- which office is claimant claiming the other benefit from;
- details of any part-time work undertaken prior to the date JSA ends.
- if the request for termination comes as a result of some other event, for example fraud referral:
  - the date on which the termination is to be effective;
  - the reason for the termination;
  - details of any part-time work undertaken prior to the date JSA ends.

### Notification of Imprisonment

14. Claim termination action for claimants entering prison in England and Wales is completed by the Prisoners Benefit Action Team (PBAT) .

15. If the ES40JCP is received at the Benefit Centre, normal claim termination action should be taken.

### Insufficient information supplied to terminate a claim

16. If insufficient information to terminate a claim is received:

Step	Action
1	contact the claimant: <ul style="list-style-type: none"> <li>● by telephone to clarify details; and/or</li> <li>● sending form ES40S for further details;</li> </ul>
2	access dialogue JA530: Case controls and set a case control for one week to await a reply.

### Claimant fails to supply the information requested

17. If the claimant does not supply the requested information, terminate the claim from the date they last attended, if the:

- information cannot be obtained elsewhere, for example, an earnings enquiry resolved by contacting an employer; or
- claimant subsequently fails to attend.

### Claim termination action

18. When notification of claim termination is received and the claim is not a joint claim, **immediate** action must be taken at both the Jobcentre and BC.

### Jobcentre Action

See Jobseekers Allowance Claimants – Claim Termination Action

### Benefit Centre Action

19. S069 Claim Termination appears on the WAR the next day, take the following action:

STEP	ACTION
1	Access dialogue JA200: Award and Decision to decide on the claim and award any payments due;
2	Access dialogue JA405: Compute Payment to calculate any payments or arrears due. If the claim termination date is: <ul style="list-style-type: none"> <li>the current date or before, final payments are calculated and paid ;</li> <li>after the current date, final payments are calculated and can be paid up to a maximum of 7 days in advance;</li> </ul> <b>Note:</b> no further amendments to termination claim details can be made after payment is issued.
3	Use FARIO to mark claim documents as PA and input a decision date. See CMS filing guidance for more information

20. Failure to take prompt claim termination action has negative impacts for DWP, claimants, HMRC and the LA. For example:

- Form P45U is not issued which results in extra work for HMRC and employers and delays any refund the claimant is entitled to;
- Work related payments such as Jobgrant are not issued which may result in hardship for the claimant
- Overpayments of housing benefits may occur.
- This list is not exhaustive

21. If the claimant whose claim is terminating is the partner of another JSA(IB) claimant, JSAPS sets a case control S065 and/or S066 Partners evidence change on the JSA(IB) claim to prompt a reassessment.

22. If claim termination is before a partnership start date, JSAPS will display error message 'E6557 Error: Partnerships starting after closure date must be deleted'.

23. When this message is displayed, delete the partnership before closing the claim in dialogue JA099: Record Claim Termination Details.

## Terminating a clerical claim

24. To terminate a clerical claim:

Step	Action
1	calculate any final payment of JSA and enter the amount on form JSA14P;
2	make closing entries by crossing through unused lines and entering the totals at the bottom of columns 3, 4 and 6;
3	take End of Claim Tax action
4	<ul style="list-style-type: none"> <li>calculate any National Insurance credits due and enter on ENIRS; and</li> <li>record the award on form CR1 and retain with the claim papers;) and</li> </ul>

	<ul style="list-style-type: none"> <li>• issue form CR6 to the claimant to notify them of the credits award.</li> </ul>
5	Access PD52 to input end date of JSA Clerical Interest
6	send form JSA285 to the claimant informing them of claim termination;
7	note the action taken on form MR204JSA.
8	Use FARIO to mark claim documents as PA and input a decision date. See CMS filing guidance for more information.

## One day claims

25. A one day claim arises when the claim termination date is the same as the claim start date, for example, the claimant makes a claim and starts remunerative work on the same day.

26. These claims do not qualify as a waiting day or as a day of payment.

27. To terminate the claim, use the appropriate reason code. This prevents JSAPS issuing one day payments and from treating this as a Jobseeking Period, for example, when a claim is processed it will link to the claim prior to the one day nil entitlement.

## Reclaim Gather fail to attend the New Jobseeker Interview – One day claim

28. Cases where Reclaim Gather (RG) claimants fail to attend their NJI are treated as one day claims.

29. If a RG claimant fails to attend an NJI, their claim must be terminated before the end of the fifth working day following the interview date

30. The claim termination date is the same as the claim start date, use termination code 10 – FTA, and no payment is issued.

## Ending a joint claim

31. A joint claim must be ended if the joint claim criteria are no longer satisfied, even when both members of the couple continue with separate claims for JSA.

32. If a joint claim reverts to two single claims, both are treated as continuous claims and neither claimant need to make a repeat claim. JSAPS tells the relevant Local Authority (LA) that the joint claim has ended and that there are now single claims.

33. Ending a joint claim does not terminate a claim to JSA, claim termination action must be taken for the appropriate member of the joint claim.

34. A joint claim cannot be ended from a date earlier than the date to which the claim has been paid as a joint claim, but a notional end date from which the joint claim should have ended can be registered.

35. If a joint claim is no longer appropriate:

Step	Action
1	Check that there is a signature from both claimants covering the period from the last payment until the day the joint claim ends. If there isn't, one must be obtained before proceeding.

2	<p>access dialogue JA060: Register Claim/Event and record a change of circumstances by completing the following fields:</p> <ul style="list-style-type: none"> <li>• 'Event type' input [02];</li> <li>• 'Sub event type' input [18];</li> </ul>
3	<p>access dialogue JA050: Maintain Joint Claim for either member and in END JOINT CLAIM screen JA050169 input the date as the day after the last day joint claim criteria was met. Input the appropriate reason code for the end of the joint claim; This will decode with a text reason</p>
4	<p>if one or both claims are to be terminated the termination reason can be input into the lower half of this screen.</p> <ul style="list-style-type: none"> <li>• Use the existing termination reasons by inputting a reason code for the claim termination circumstance. If using reason code [18], other reason, the notification issued to the claimant advises them to contact the office if further information is needed. Input the actual reason in dialogue JA110: Maintain Notepad to aid further enquiries;</li> <li>• 'Length of employment' by inputting: <ul style="list-style-type: none"> <li>○ [1] if the employment is expected to last 5 weeks or more;</li> <li>○ [2] if the employment is expected to last less than 5 weeks;</li> <li>or</li> <li>○ [3] if the expected length of employment is not known;</li> </ul> </li> </ul> <p><b>Note:</b> completion of the 'Length of employment' field is mandatory if the reason code entered is either: 02, 04, 16, 20, 21, 22, 23 or 29;</p>
5	<p>fastpath to dialogue</p> <ul style="list-style-type: none"> <li>• JA200: Award and Decision then</li> <li>• dialogue JA401: Joint Claim Decision then</li> <li>• dialogue JA405: Compute Payment. This will issue a final joint claim payment and notification to the joint claim couple</li> </ul>
6	<p>Use FARIO to mark claim documents as PA and input a decision date. See CMS filing guidance for more information</p>

36. Case control S228 'Single claim due to J/C end' is set when a joint claim is ended and any single claim from the other member is not immediately terminated or formed into another joint claim. It is output the following day. To clear it, access dialogue JA200: Award and Decision on the single claim. The case control is cleared once action is complete in dialogue JA405: Compute Payment.

### Claim terminated in error

37. If a claim for Jobseeker's Allowance is closed in error:

Step	Action
1	transfer the claim to clerical using dialogue JA035: Transfer to Clerical;
2	rebuild the claim in dialogue JA086: Build from Clerical.

38. Do not rebuild claims in dialogue JA091: Maintain Claim Details as this causes:

- the office to hold an incorrectly terminated claim on JSAPS;
- audit problems as there is no supporting claim form relating to the new claim date; and
- event start dates to be incorrect which could affect JSA(C) calculations, linking provisions and entitlement to Social Fund assistance.

## **Who to notify of claim closure**

### **Notifying Local Authorities – JSAPS maintained claims,**

39. If the claimant is in receipt of HB and/or Council Tax Benefit (CTB) and the claimant has used the into work process to report their employment an IWK4 is sent to the LA

40. JSAPS automatically notifies the LA of claim closure when the claim termination details have been input and dialogue JA200: Award and Decision has been completed

41. If JSAPS fails to notify the LA automatically complete and send a NHB(JSA) form .

### **Notifying Local Authorities - Clerical claims**

42. To notify the LA of claim closure on a clerically maintained claim, complete a NHB(JSA) form with the closure details and send it to the LA.

### **Extended payments of HB and CTB**

43. Payment of HB and CTB can continue at the same rate in some circumstances for the first four weeks of employment, irrespective of earnings. For more information see Work Related Payments.

### **Notifying the Jobcentre**

44. If the claimant has used the into work process to report their employment an IWK2 is sent to the Jobcentre.

45. If the claimant sends the ES40 to the BC, notify the Jobcentre so they can take relevant action.

### **Notifying specialist sections**

46. All specialist sections relevant to the claim must be notified of claim closure, for example if the following are present:

<b>Section to notify</b>	<b>Why?</b>	<b>System Claim</b>	<b>Clerical Claim</b>
Third Party Deductions (TPDs)	to end payments to third parties at the correct time, to prevent	No action required  JSAPS issues report JA72305 if there is an	issue a minute to the TPD section with the relevant information.



	overpayments	under or overpayment of deductions or JA72350: Termination of deduction report if no action required	
Overpayments	to end recovery from benefit and consider referral to Compensation Recovery Group (CRG)	When an overpayment is created on JSAPS, a case control S100: Overpayment record created appears immediately in Dialogue JA530 Case Controls JA72921: Termination of overpayment recovery report is produced for the O/P section when the deduction ends before full recovery. No action required	issue a minute to the overpayment section with the relevant information.  If an Overpayment is created take Overpayment business as usual action

**NOTE: Only Overpayment Types:**

- Unemployment Benefit
- JSA(C ) and
- JSA(IB)

**will be displayed in JA303 and JA523 after the claim has been terminated**


Take this into account, when checking the final payment, if an O/P deduction appears in JA502507 'Payment Breakdown Enquiry' but there is no record in JA303 'Maintain Overpayments' or in JA523 'Award Details Enquiry'

Social Fund (SF)	to end repayment from benefit and to consider further repayment from the claimant	RSF50203 is produce, for SF Section, if this is a non-JARI (JSA Automated Recovery Interface ) loan. Otherwise no action required	form SF711 tear-off to SF section
Fraud Investigation Service (FIS)	to suspend investigation and consider possible monetary value of adjustment (MVA)	CIS will inform FRAIMS that the JSA claim has terminated No action required	for all cases with a Fraud interest, issue a minute to Fraud Section.

## Notifying other government agencies

47. There are other government agencies that may need to be notified when a claim is closed.

48. In Child Support Agency (CSA) maintenance cases the notification of claim closure is not automatic if Contribution to Maintenance (CTM) applies. **See** Third Party Deductions Guidance Contributions towards Maintenance

Agency	System Claim	Clerical Claim
The Child Maintenance and Enforcement Commission (CMEC) previously CSA	for NRP (non resident parent) JSAPS sends a report to CSA that the claim has terminated No action required	Complete form CSA701  tear off and return to the issuing CSA office.
Compensation Recovery Unit (CRU)	Issue a minute to CRU with the relevant information	Issue a minute to CRU with the relevant information.
Legal Aid Section  Glasgow Benefit Centre Legal Aid Section Block 2/4 Northgate 96 Milton Street Glasgow G4 ODX	Report received at Legal Aid section through an interface	For clerical cases with a legal aid interest return form L19(Rev)/L19(Scot).
Tax Credits Office (into work process only)	If the claimant is starting work the iWorks system will produce claim form TC600 to be sent to the TCO. If the claimant is already getting Child Tax Credits the Tax Credits gateway will alert HMRC when the claim is closed. No action required	If the claimant tells you in writing that they are starting work contact the Tax Credits Helpline to report the change of circumstances.
HMRC	JSAPS takes necessary tax action and send the P45(U) to customer and HMRC.	take clerical <u>End of Claim Tax action</u>

	No action required	
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### **Termination reason codes**

49. When terminating a Jobseeker's Allowance claim in dialogue JA099: Record Claim Termination Details, and JSA Deskaide input the appropriate termination reason code.

### **End of claim tax action**

50. When the claim is terminated and the final payment has been made, JSAPS calculates the total and taxable income for the current tax year and issues form P45U to the claimant.

51. Further information about End of Claim Tax Action is in the Taxation Chapter of the JSA Procedural Guidance.