

Changes to Income and Benefits

Claimant ends training

1. The action to take for a claimant who ends a period of training depends upon whether the Training Allowance they received was based on JSA(IB) or JSA(C).
2. Further information regarding this is available in the Gathering Evidence chapter of this guide.

Occupational/personal pensions

3. An existing JSA claimant or their partner may start to receive, during the life of a claim, income from:
 - an occupational pension;
 - a personal pension;
 - Financial Assistance Scheme;
 - Pension Protection Fund;
 - periodic redundancy payments;
 - an annual compensation payment.
4. The claimant is required to produce the appropriate verification documents when any of the above is declared.

Periodic redundancy payments

5. These are payments made to employees who leave employment through voluntary/ compulsory severance schemes. Treat these payments as occupational pensions for JSA purposes.

Annual compensation payments

6. Some employers pay an annual compensation payment (ACP) to employees leaving employment under severance schemes. Treat these payments as occupational pension payments.
7. Notification that an existing JSA claimant, or their partner, receives any of the above payments can be made by:
 - a declaration by the claimant;
 - notification from a third party, for example the Local Authority.

Occupational/personal pension or annual compensation payment received

8. When notification is received that an existing JSA claimant or their partner receives income from an occupational/personal pension or annual compensation payment, the way it is treated depends on whether the claimant has claimed JSA (C) only or JSA (C) and JSA (IB).
9. If the claimant's/partner's pension details are notified, access dialogue JA060: Register Claim/Event and input the change of circumstances.

10. When form JS460 has been received or a change of circumstances has been registered, record the pension details.
11. If more than one pension is input, the total amounts are added together, giving a total amount of pension payable each week. This amount is fully taken into account for JSA (IB) purposes.

Special cases

12. Certain employers have special pension schemes for making payments to their retired or redundant workers. There are special arrangements for the ex-employees of:
 - British Coal;
 - British Steel;
 - Rover Group.

Claimant/partner in receipt of annual compensation payments

13. Some employers, mainly public service, under voluntary/compulsory severance schemes (CSS) pay employees who leave their employment, one of the following:
 - an annual compensation payment (ACP) equivalent to preserved pension;
 - a superannuation lump sum equivalent to a multiple of the value of the ACP; or
 - a lump sum of up to six months pensionable pay.
14. Notification that an existing JSA claimant, or their partner, receives any of the above payments can be made by:
 - a declaration by the claimant;
 - notification from a third party, for example the Local Authority.
15. If the claimant receives an ACP, treat it as an occupational pension. This is because the payment is:
 - made in connection with the end of the employment;
 - paid periodically, usually at monthly intervals;
 - paid out of money provided:
 - either wholly or partly by an employer; or
 - under arrangements made by an employer; or
 - out of money provided under an enactment having the force of law in the United Kingdom or elsewhere.

Creditor Insurance Payments

16. On receipt of completed creditor insurance payments letter, refer the papers to the Decision Maker (DM) to decide whether the payment should be:
 - fully disregarded; or
 - partially taken into account as income.

See Decision Maker's Guide, Volume 5, chapter 28 income other than earnings, credit insurance policies

17. When the DM has made their decision they will record their decision in dialogue JA110: Maintain Notepad, or form A6 for clerical claims together with their calculations of a weekly figure to be taken into account.
18. When making their decision the DM must have evidence of the:
- payment(s) received;
 - amounts of the payment(s), for example a bank/building society statement showing a direct debit to a lender, a loan repayment book or the credit agreement.

Income from a Trust

19. If a claimant receives income from a trust.

See Decision Maker's Guide, Volume 5, chapter 28 Income other than earnings, payments from funds and trusts

Partner claims/receives Incapacity Benefit

20. If the partner has claimed a linked claim to Incapacity Benefit or is receiving Incapacity Benefit (IB) check whether the claimant receives:

- JSA (C); or
- JSA (IB).

21. If the claimant receives JSA (C), disregard the partner's IB.

22. For both JSA (C) and JSA (IB) claims that are not joint:

Step	Action
1	access Common enquiry service (CES) to see if IB is in payment;
2	access dialogueJA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • the appropriate code for the partner's benefit in the 'type' field, that is: <ul style="list-style-type: none"> ○ [61] for Incapacity Benefit (IB); ○ [10] for Maternity Allowance (MA); ○ [16] for Severe Disablement Allowance (SDA); ○ [30] for Statutory Maternity Pay (SMP); ○ [31] for Statutory Sick Pay (SSP); ○ [49] for Statutory Adoption Pay(SAP) and Statutory Paternity Pay (SPP) • [02] (partner) in the 'For' field;
3	if the partner is getting IB, complete the 'Benefit sub-type' field to show which rate is paid: [STL] for short term lower rate; [STH] for short term higher rate; [LT] for long term rate;
4	if IB, SDA or MA has been claimed but not paid: <ul style="list-style-type: none"> • input [C] in the 'Rec'd' field, • do not enter any amounts, • send clerical prevention of duplication of payment forms C73

	and IS(R)1 to the Short Term Benefits section, <ul style="list-style-type: none"> access dialogue JA530: Case Controls and set a user case control for 42 days to show benefit claimed but not yet paid;
5	if SSP or SMP is due but not paid: <ul style="list-style-type: none"> input [C] in the 'Rec'd' field, do not enter any amounts, consider interim payments, access dialogue JA530: case controls and set a user case control for 42 days to show SSP/SMP due but not yet paid.

23. When SSP/SMP is paid, access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input the benefit amount and dates of payment, taking into account any interim payments made.

Notification of award received

24. When the Short Term Benefit (STB) section notifies the JSA unit about the outcome of the partner's IB or SDA or MA claim, check whether IB/SDA/MA has been awarded.

25. If IB/SDA/MA has been awarded and the claim is not joint, input the IB/SDA/MA details on JSAPS:

Step	Action
1	access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> the appropriate code in the 'Type' field, that is: <ul style="list-style-type: none"> [61] IB; [16] SDA; [10] MA; [02] partner in the 'For' field; the full payment details in the other fields;
2	if the STB section have: <ul style="list-style-type: none"> not withheld arrears, consider overpayment action; withheld arrears, make a recovery against the arrears, using from C73B, making sure the: <ul style="list-style-type: none"> weekly rate of JSA (IB) payable because of the partner's overlapping benefit is correct; overall calculation is correct.

See Overpayment recovery guide

26. If the partner's IB/SDA/MA claim was unsuccessful:

Step	Action
1	access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020;
2	clear the appropriate 'benefit claimed' entry by inputting [N] in the 'Rec'd' field.

Partner who was in receipt of Incapacity Benefit/ Income Support joins claim

27. When a partner who was in receipt of Incapacity Benefit (IB)/ Income Support (IS) joins a JSA claim, the claim needs to be reassessed and any final overlapping benefit payments taken into account.

When a linked claim to Incapacity Benefit or ESA is made for a period for which JSA was paid

28. If a claimant claims linked Incapacity Benefit (IB) or ESA for a period where JSA was paid, linking information to the relevant section would highlight the overlap and section will:

- send form BF251 to the JSA Unit for details of the overlap; and
- make a revised/ superseded decision stating if JSA is to be treated as IB or ESA and send a copy of the decision to the JSA Unit.

29. When a revised/superseded decision and offset decision has been made:

- access dialogue JA210: Maintain Suspension and Decision Details and disallow the claim using AR code 1660; and
- record the created overpayment as offset.

30. JSAPS will automatically amend the credits when the JSA unit input the disallowance.

31. If cumulative totals are involved the claim would have to be transferred to clerical and the credits awarded clerically.

32. Adjust the tax clerically using forms PB10 and P180Man.

Partner claims/receives ESA

33. If the partner is in receipt of ESA it is disregarded if the claimant receives JSA (C).

34. If the claimant is receiving JSA (IB) and the Partner is claiming ESA (C), the ESA (C) claim should be maintained clerically and any payments of ESA (C) should be taken fully into account on the claimants JSA (IB) claim.

35. If the claimant's partner is in receipt of ESA (IR) this is incompatible with JSA (IB) and one of the benefits must be terminated.

36. Where a partner who was in receipt of ESA (IR) joins a JSA claim, the claim will need reassessing and any final overlapping benefit payments taken into account.

37. For further information on ESA see;

- Assessing other Benefits

ESA, Incapacity Benefit and/or Income support awarded on appeal

38. A claimant who has claimed JSA may win an appeal to The Appeals Service (TAS), against disallowance of Employment Support allowance, Incapacity Benefit and/or Income Support claim.

39. When the JSA unit receive appeal notification form AT3:

Step	Action
1	suspend and disallow the JSA claim using Adjudication Reference (AR) code 1660 to adjust First effective date (FED), Last effective date (LED) and credits but not cumulative totals;
2	adjust tax using PB10 and P180 Man;
3	classify the overpayment as write-off when the incapacity/ESA offset decision is made.

40. When TAS decides to allow ESA, IB/SDA and/ or IS, they may also decide whether JSA paid for any overlapping period should be offset against any ESA, IB/SDA and/ or IS due.

41. The relevant benefit section will identify these cases and send form BF251 to request details of any JSA paid during the overlapping period. Take action to:

- suspend and disallow the JSA overlap, and
- adjust the award of credits.

Claimant/Partner is pregnant and within 11 weeks of the Expected Week of Confinement

42. If the claimant, partner or member of a joint claim couple is pregnant and within 11 weeks of the Expected Week of Confinement (EWC), they have several options available to them. An Advisor discusses the options available which enables the pregnant woman to make an informed choice of the benefits to claim. For further information please see the Get Britain Working guidance for JSA claimants – pregnant women chapter. .

43. A JSA claimant is not required to claim Income Support or Maternity Benefit from 11 weeks before the EWC. They can if they choose continue to meet the JSA conditions up until the birth.

44. See the

- Labour Market Conditions guidance;
- Get Britain Working guidance for JSA claimants – pregnant women chapter;. and
- Maternity Allowance guidance

Joint Claims

45. There are certain joint claim couples who are not required to meet all the joint claim criteria, even though legally they are still joint claims. For administrative purposes they are treated as jobseeker/partner claims.

46. This applies when one member of the joint claim is pregnant and:

- in receipt of Statutory Maternity Pay (SMP) or Maternity Allowance (MA) **or**
- is within 11 weeks of her EWC and no longer wishes to be available for or to actively seek work.

47. Joint claimants must be told of the choices available to them. The benefits of remaining on JSA must be explained as well as an explanation of the other options they have.

Note: It is preferable for the couple to remain on JSA as tailored help and support is still available to the claimant.

48. Once a child is born to the couple, the joint claim requirements no longer apply and do not until the couple are no longer responsible for the child or young person. For an explanation of the joint claim criteria, please see the Joint Claims Exemptions Guide.

EEA nationals

49. Special rules apply to EEA nationals who are pregnant or lone parents when they claim Income Support.

50. If they are making a new/repeat claim or are currently claiming JSA they must not be advised that a claim is needed as in some circumstances they may not be entitled. The Advisor will encourage the claimant to contact the BDC to discuss her options. The claimant must be made aware that by applying for Income Support she may be subject to the Right To Reside element of the Habitual Residence Test .

51. Under no circumstances must advice be given about entitlement to benefit. It is for the claimant to decide which benefit they wish to claim.

52. See the EEA Nationals guidance for further information.

Payment of Carer's Allowance by four weekly direct payment

53. JSA claimants or their partners who are also entitled to Carer's Allowance (CA) can be paid their CA by four weekly direct payment.

54. CA four weekly direct payments (DP) are made three weeks in arrears and one week in advance.

55. For four weekly payments, the first payment is due on the fourth payday after the date of award. The payday for CA DP payments is Monday unless Constant Attendance Allowance is also in payment, when the payday is Wednesday.

56. If CA is awarded to a claimant or partner and the payment is to be four weekly DP, the CA unit withhold at least the initial eight weeks CA entitlement for JSA recovery action. If the CA unit need to withhold payment for longer, they withhold the amounts in four weekly periods.

57. Following the CA award, the CA unit send form DS1078 to the JSA processing site showing:

- the date from which CA has been awarded;
- the period for which arrears are withheld;
- the method of payment; and
- whether the claimant's CA payday is Monday or Wednesday.

Award and recovery action for Carer's Allowance paid 4 weekly by direct payment

58. When the JSA unit receive form DS1078, via email from the group email box recovery action should be taken along with action to record the award on JSAPS.

59. To record the award of CA on JSAPS, the system must be updated twice, once to include the Carer Premium from the date CA is awarded, and again from the date CA is actually put into payment.

60. To update JSAPS:

Step	Action
1	access dialogue JA091: Maintain Claim Details and record the same date of change, selecting 'Other Benefits' and 'Exceptional Conditions' from the CLAIM DETAILS PICKLIST screen JA091002;
2	in the OTHER BENEFITS screen JA091020, complete the: <ul style="list-style-type: none"> • 'Type' field to show [08]; • 'For' field to show: <ul style="list-style-type: none"> ○ [01] if claimant is the CA recipient; or ○ [02] if the partner is the CA recipient; • 'Rec'd' field to show [C]; • 'Total Rec'd' field to show [0.00]; • 'Verified' field to show [V]; • 'Account Amount' field to show [0.00]; and • 'Office' field to show [01912];
3	in the EXCEPTIONAL CONDITIONS screen JA091019, input: <ul style="list-style-type: none"> • code [20]; • the correct person code, and • CA award date;
4	re-access the CLAIM DETAILS PICKLIST screen JA091002 for the date CA will be paid, selecting 'Other Benefits';
5	in the OTHER BENEFITS screen JA091020, change the 'Rec'd' field from [C] to [Y], and input the weekly amount of CA payable;
6	return to the CLAIM DETAILS PICKLIST screen JA091002 and change the 'Evidence Complete?' Fields to [Y];
7	fast path to dialogue JA200: Award and Decision, then dialogue JA405: Compute Payment and issue a notification to the claimant;
8	access dialogue JA110: Maintain Notepad and make a note, 'CA has been awarded from .. / .. / .. and Carer Premium is payable'.

61. The JSA recovery from the arrears of CA is the amount of JSA due less the amount of JSA paid.

62. When the JSA unit have calculated the JSA recovery:

Step	Action
1	access dialogue JA110: Maintain Notepad and note: <ul style="list-style-type: none"> • the total amount of the recovery; • the period of the recovery; • that CA is being paid by DP. <p>Note: The JSA unit must record the CA method of payment because this will be the only indication that CA is being paid by DP;</p> <ul style="list-style-type: none"> • the date of the initial four weekly payment;

2	complete DS1078 email to show details of the recovery;
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Completing DS1078 email

63. Following allocation of work from the Group email box, staff, must complete:

- the amount of IS/JSA that would not have been paid
- contact details of the person completing the form.

64. Use the Notes Box to confirm to Carers Allowance Unit (CAU) if the dates of the abatement period have been amended.

65. Contact CAU by telephone, before completing the DS1078, to advise them of the new dates and the reason why the amendment is necessary.

66. Once all the relevant details have been completed, select the 'Send' button, which will automatically return the form DS1078 to the correct email address, at the CAU . The form must be 'Sent' direct to the originating address from CAU.

67. If the email DS1078 has been sent to the wrong BDC, record this in the 'Notes Box' and return the form DS1078 to the CA Unit for their action.

68. If the form has been completed and sent to the CA Unit but for some reason is not received the sent email can be "forwarded" to CA Unit again (it is not expected that this will happen often).

Essential action after completing DS1078 email

69. Make an entry in dialogue JA110: Notepad, stating:

- The total amount of recovery
- The period of recovery
- That CA is being paid weekly/ four weekly
- The date the first actual week/ four weekly payment will be issued to the claimant
- The date that the form DS1078 was returned to the CA Unit.

DS1078 completed incorrectly

70. If the DS1078 is completed incorrectly, complete a new one and email to CAU.

DS1078 reminder received

71. If the DS1078 has not been returned by the date given on the form, an email reminder will be received. This contains details of the claimant and the date when a response is required.

72. If a reminder email is received, complete and return the DS1078 to the CAU urgently.

Retention of emails

73. Keep the original email for one month, before deletion, retain sent emails for one month.

74. Sub-folders can be set up in the group email in-box and the original received emails moved into these once a reply has been sent. These sub-folders can be identified by month of receipt. That sub-folder can then be deleted at the end of the following month, as any problems with the DS1078 forms will have been identified by then.

Upgrading when Carer's Allowance is paid four weekly by direct payment

75. JSAPS cannot differentiate between CA paid four weekly by direct payments (DP) and CA paid weekly. As a result, JSAPS cannot uprate CA that is paid four weekly by DP without user intervention.

76. In these circumstances, set a case control to mature before 'A' week to take the appropriate action to uprate.

Carer's Allowance awarded under special rules

77. Special rules apply to people who are diagnosed as being terminally ill and the normal abatement procedures should be fast tracked.

Action for Carer's Allowance awarded under special rules

78. To fast track the abatement process for special rules cases:

Step	Action
1	when CA unit telephones to advise that an award of CA under special rules has been made, agree a date for downrating JSA over the telephone. CA unit will fax form DS1078 (IS/JSA) to confirm the benefit and downrating details;
2	when the JSA unit receive form DS1078 (IS/JSA), complete it immediately and return it by fax to the CA unit who can then make a prompt payment of CA to their claimant.

Late award of Carer's Allowance

79. Because of the time limits on paying arrears, a late award of Carer's Allowance (CA) can mean that premiums included in the claimant's JSA are restricted to 52 weeks.

80. Because of this, special action needs to be taken if, following a late award of CA:

- the Decision Maker restricts the arrears to 52 weeks; and
- the claimant claims they have lost benefit because of official error.

Action on late award of Carer's Allowance

81. In these circumstances, refer the case for consideration of an ex gratia payment to Operations and Performance Improvement Division (OPID) Special Payments Section.

82. To refer case to Special Payments Section, send:

Step	Action
1	a copy of the CA award notice;
2	a minute showing: <ul style="list-style-type: none"> the weekly rate and period of the backdated JSA arrears award; details of the period for which JSA arrears could have been awarded if the 52 week restriction did not apply, that is: <ul style="list-style-type: none"> to and from dates of the award; weekly rate(s) of JSA; and any unrecovered overpayments of JSA but only if the overpayment arose during the period when JSA arrears were awarded when no restrictions applied;
3	do not send the JSA clerical records.

See Special Payments Handbook

Abatement of Carer's Allowance

Award of Carer's Allowance covers separate periods of JSA and IS

83. If the Carer's Allowance (CA) award covers separate periods of Income Support (IS) and JSA, CA unit sends form DS1078 (IS/JSA)D to whichever JSA unit is currently paying benefit. That office actions the form and then sends it to the appropriate unit for abatement of the second benefit.
84. The CA unit only send form DS1078 (IS/JSA)D if the period of abatement spans separate periods of JSA and IS. In other cases form DS 1078(IS/JSA) is issued.

Time limit for completion of abatement action

85. The time limit for completing all abatement action is three weeks in total for all JSA unit and district office action to complete the DS1078 (IS/JSA)D (over recovery action).

Payment of arrears

86. Do not pay any arrears of JSA (IB) Carer Premium to the claimant for any part of the abatement period. Any arrears due are CA and must be paid by the CA unit.

Claimant claims or receives Carer's Allowance

87. If a claimant claims, or receives, or has underlying entitlement to Carer's Allowance, consider whether the claimant satisfies the labour market qualifying conditions, unless the claimant is a member of a joint claim and has applied for an exemption.
88. If there are any doubts about whether these conditions are satisfied, suspend the JSA claim and refer the case for a Sector Decision Maker's (SDM) decision.

89. If the SDM decides that the claimant still satisfies the labour market qualifying conditions for JSA, action depends on whether the claimant claims/receives:

- JSA (C); or
- JSA (IB).

90. If a claimant receives Carer's Allowance, paid four weekly by direct payment, special award and recovery action is required.

Claimant's partner claims or receives Carer's Allowance

91. If the claimant's partner claims, already receives or has underlying entitlement to Carer's Allowance (CA), action depends on whether the claimant receives:

- JSA (C); or
- JSA (IB).

92. If the claimant claims or receives JSA (C) only, there is no special action required because the partner's CA does not affect the claimant's JSA (C).

Claimant claims Carer's Allowance and claims or receives JSA (C)

93. If the claimant claims or receives JSA (C) and they:

- already receive Carer's Allowance (CA);
- have claimed CA but CA is not yet in payment.

Carer's Allowance in payment to claimant

94. If CA is already in payment:

Step	Action
1	tell the claimant that their CA will be reduced by the amount of their JSA (C) award because the two benefits overlap;
2	tell the claimant to inform the CA Unit immediately or: <ul style="list-style-type: none">• if CA is paid by direct payment (DP), contact CA unit giving details of the JSA award, asking them to recall DP and amend award.
3	draft a minute to CA Unit showing: <ul style="list-style-type: none">• the date of the JSA (C) claim; and• if known, the details of the claimant's entitlement to JSA (C);
4	send the minute to the CA Unit;
5	for system maintained claims: access dialogue JA530: Case Controls and set a user case control for 14 days for a reply from CA Unit; for clerically maintained claims: set a clerical BF for 14 days for a reply from CA Unit.

Claimant applied for Carer's Allowance but has not received a decision

95. If the claimant has applied for CA but has not received a decision:

Step	Action
1	<p>for system maintained claims: access dialogue JA091: Maintain Claim OTHER BENEFITS screen JA091020 and input:</p> <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer in the 'For' field; • [C] in the 'Rec'd' field; <p>for clerically maintained claims: note CA interest on part 11 of JSA14A for JSA (C);</p>
2	<p>draft a minute to CA Unit showing:</p> <ul style="list-style-type: none"> • the date of the JSA claim; and • if known, details of the claimant's entitlement to JSA (C);

96. The CA unit will notify the JSA unit about the outcome of the CA claim when a decision is made.

97. When the notification is received, action depends on whether CA is:

- awarded and payable;
- awarded but not payable;
- not awarded.

Carer's Allowance awarded and payable

98. If CA unit make a CA award which is payable, that is, any entitlement to JSA (C) does not extinguish its payability, they will notify the JSA unit using form DS1078(IS/JSA).

99. When form DS1078 (IS/JSA) is received:

Step	Action
1	<p>for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input:</p> <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer in the 'For' field; • [Y] in the 'Rec'd' field; • the CA payment details in the other fields; <p>for clerically maintained claims: record the CA details on part 11 of JSA14A for JSA (C);</p>
2	<p>if the person who receives the care gets JSA (IB) or Income Support, make sure the Severe Disability Premium is withdrawn.</p>

Carer's Allowance awarded but not payable

100. If CA unit make a CA award, which is not payable, that is, because entitlement to JSA (C) extinguishes its payability, they will notify the JSA unit using Proforma 169 or form DS751D (ADP).

101. CA unit uses:

- Proforma 169 to notify an underlying title to CA on an established CA claim;

- form DS751D (ADP) to notify an underlying title to CA when a new CA claim has been made.

102. When either Proforma 169 or form DS751D (ADP) are received:

Step	Action
1	for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer in the 'For' field; • [U] in the 'Rec'd' field; • date CA awarded from in the D/Start field; for clerically maintained claims: record the CA details on part 11 of JSA14A for JSA (C);
2	if the person who receives the care gets JSA (IB) or Income Support, make sure the Severe Disability Premium has not been removed from their assessment.

Carer's Allowance not awarded – notification from Carer's Allowance unit received

103. If the CA unit do not make a CA award, that is because there is no entitlement, they will notify JSA unit.

104. When the notification is received:

Step	Action
1	for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer in the 'For' field; • [N] in the 'Rec'd' field; for clerically maintained claims: note form JSA14A that there is no entitlement to CA;
2	if the person who receives the care gets JSA (IB) or Income Support, make sure the Severe Disability Premium has not been removed from their assessment.

Claimant/partner claims Carer's Allowance and Claimant claims or receives JSA (IB)

105. If the claimant claims or receives JSA (IB) and they and/or their partner:

- already receive Carer's Allowance (CA);
- have claimed CA but CA is not yet in payment;

Carer's Allowance in payment to claimant and/or partner

106. If CA is already in payment:

Step	Action
1	<p>for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input:</p> <ul style="list-style-type: none"> ○ [8] CA in the 'Type' field; ○ [01] customer or [02] partner in the 'For' field; ○ [Y] in the 'Rec'd' field; and ○ the CA payment details in the other fields; <p>for clerically maintained claims, record the CA details on part 12 of JSA14A for JSA (IB) and award Carer Premium;</p>
2	<p>If both claimant and partner receive CA, 2 entries will need to be made, once for the claimant and once for the partner, so that the correct Carer Premium is awarded.</p>

Claimant and/or partner applied for Carer's Allowance but no decision received

107. If the claimant and/or partner has applied for CA but has not received a decision:

Step	Action
1	<p>for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input:</p> <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer or [02] partner in the 'For' field; • [C] in the 'Rec'd' field; <p>for clerically maintained claims: note CA interest on part 12 of JSA14A for JSA (IB);</p>
2	<p>send clerical Prevention Of Duplication Of Payment (PODOP) form IS(R)1 to the CA Unit showing:</p> <ul style="list-style-type: none"> • details of the JSA (IB) award; • the carer's name, address and NINO in red.

108. The CA unit will notify the JSA unit about the outcome of the CA claim when a decision is made.

109. When the JSA unit receive the CA unit's notification, action depends on whether CA is:

- awarded and payable;
- awarded but not payable;
- not awarded.

Carer's Allowance awarded and payable

110. If CA unit make a CA award which is payable, they will notify the JSA unit using form DS1078(IS/JSA).

111. When the form is received:

Step	Action
1	use form A6 to clerically calculate the amount of JSA (IB) or interim payments to be abated against the arrears of CA;
2	note form DS1078(TO) with the amount of JSA (IB) or interim payment to be recovered against the arrears of CA, making sure the: <ul style="list-style-type: none"> • weekly rate of JSA (IB) recovered is correct; and • overall calculation is correct;
3	return the completed form DS1078(TO) to the CA Unit within 21 days of receiving it;
4	for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer or [02] partner in the 'For' field; • [Y] in the 'Rec'd' field; • the CA payment details in the 'other' fields; for clerically maintained claims: record the CA details on part 12 of JSA14A for JSA (IB) and award Carer Premium; Note: If both claimant and partner receive CA, 2 entries will need to be made, once for the claimant and once for the partner so that the correct Carer Premium is awarded.
5	if the person who receives the care gets JSA (IB) or Income Support, make sure the Severe Disability Premium is withdrawn.

Carer's Allowance awarded but not payable

112. If the CA unit makes an award, which is not payable, that is, because another overlapping benefit extinguishes its payability, they will notify the JSA unit using Proforma 169 or form DS751D (ADP).

113. CA unit uses:

- proforma 169 to notify an underlying title to CA on an established CA claim;
- form DS751D (ADP) to notify an underlying title to CA when a new CA claim has been made.

114. When the JSA unit receive Proforma 169 or form DS751D (ADP):

Step	Action
1	for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer or [02] partner in the 'For' field; • [U] in the 'Rec'd' field;

	<ul style="list-style-type: none"> • date CA awarded from in the 'D/Start' field; for clerically maintained claims: record the CA details on part 12 of JSA14A for JSA (IB) and award Carer Premium; Note: If both claimant and partner receive CA, 2 entries will need to be made, once for the claimant and once for the partner so that the correct Carer Premium is awarded.
2	if the person who receives the care gets JSA (IB) or Income Support, make sure the Severe Disability Premium has not been removed from their assessment.

Carer's Allowance not awarded – notification from Carer's Allowance unit received

115. If the CA unit do not make a CA award, that is because there is no entitlement, they will notify JSA unit.

116. When the notification is received:

Step	Action
1	for system maintained claims: access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • [8] CA in the 'Type' field; • [01] customer or [02] partner in the 'For' field; • [N] in the 'Rec'd' field; for clerically maintained claims: Note form JSA14A that there is no entitlement to CA;
2	if the person who receives the care gets JSA (IB) or Income Support, make sure the Severe Disability Premium has not been removed from their assessment.

117. If the CA Unit notifies the JSA Unit that CA is not payable and the person who applied for CA is a member of a joint claim who has been awarded an exemption pending the decision to award Attendance Allowance/Disability Living Allowance and CA, action must be taken immediately to review the exemption.

118. If, as a result of the review of the exemption, the member of a joint claim is no longer exempt, interview the claimant and agree a Jobseeker's Agreement.

Claimant excluded from receiving JSA (IB)

119. If a claimant is excluded from receiving JSA (IB), JSA (C) may become payable. If so take action where claimant claims/receives JSA (C).

Carer's Allowance in payment to a claimant's dependant

120. Carer's Allowance (CA) and Child Benefit (ChB) have different definitions of full time education:

- CA is not payable if a person is in education for 21 hours or more a week;

- ChB is payable if a person is in education for more than 12 hours a week.
121. Therefore a young person may be eligible for CA while their parents are still eligible for ChB and JSA (IB) for them:
- if they are in education for between 12 and 21 hours a week; or
 - between the date of leaving school and the next terminal date.
122. When CA is in payment to a young person who is a dependant of a JSA claimant, take CA into account up to the amount of the dependant's addition payable for that young person and disregard any remaining CA.
123. The CA is taken into account up to the dependant's addition which includes the following allowances:
- Dependant's Allowance;
 - Disabled Child Premium
 - Enhanced Disabled Child Premium
124. The CA is not payable for a dependant. It is only payable for a claimant and/or their partner.

Action when a dependant receives Carer's Allowance

For system maintained claims

125. If a claimant's dependant receives Carer's Allowance (CA), and the claim is maintained on JSAPS:

Step	Action
1	access dialogue JA091: Maintain Claim Details;
2	on the CLAIM DETAILS PICKLIST screen JA091002, input the date of change and select the OTHER INCOME screen JA091015;
3	in the OTHER INCOME screen JA091015, input: <ul style="list-style-type: none"> • [49] in the 'Type' field; • the person number relating to the dependant who receives the CA in the 'For' field; • the weekly rate of the CA award in the 'Total Rec'd' field; • the weekly rate of the dependant's applicable amount, if this is less than the CA weekly rate, in the 'Account Amount' field; <p>Note: If the dependant's addition includes the Dependant's Allowance and Disabled Child Premium, the amount input in the Account Amount field is the full rate CA;</p> <ul style="list-style-type: none"> • [2] in the 'Period' field; • [Y] in the 'Rec'd' field; • the start date of the CA award in the 'D/Start' field;
4	the EVIDENCE SUMMARY screen JA200201 will display the Dependant Allowance and a [Y] in the 'Dis' column, where appropriate. The weekly CA award taken into account will display as an other income for the dependant;
5	at the last AWARD SUMMARY screen JA200202, the following error message displays, E6262 'Error: Case requires LO1 specialist

	decision': <ul style="list-style-type: none"> • press [END] to save the evidence; and • pass the case details to the JSA Processing Section Manager;
6	set a yearly case control in dialogue JA530: Case Controls, to review the amount of CA taken into account as an other income in line with uprating;
7	record the details of the CA award on form A6 and dialogue JA110: Maintain Notepad; Note: The entry in Notepad must not be removed whilst CA is in payment to the dependant.

126. The above action ensures that these cases are not missed during the yearly uprating, when the Dependant's Allowance, Disabled Child Premium, Enhanced Disabled Child Premium and Carer's Allowance award will change.

For clerically maintained claims

127. If a claimant's dependant receives CA, and the claim is maintained clerically:

Step	Action
1	complete a new JSA14A assessment panel. Do not award the Carer Premium;
2	ensure that all the dependant's names and personal allowances are recorded in the Dependants part;
3	on JSA14A, in part 12, 'Income for JSA (IB)', record: <ul style="list-style-type: none"> • Carer's Allowance in the 'Type' column; • the name of the dependant in receipt of the CA, in the 'Paid to' column; • the weekly amount of the CA award, in the 'Amount' column; • any excess CA payable, that is the CA award less the dependant's addition, in the 'Disregard' column; • in the 'Net' column, the lowest weekly amount of: <ul style="list-style-type: none"> ○ the dependant's addition; or ○ CA.

128. The above action ensures that no benefit is paid for the dependant in receipt of CA.

Changing Carer's Allowance method of payment

129. If an existing claimant decides to change their Carer's Allowance (CA) method of payment (MOP) to direct payments (DP), the CA unit will fax the following details before making the change:

- date of the initial DP payment;
- period the payment covers;
- total amount payable;
- claimant's CA payday, Monday or Wednesday.

130. The CA unit will start DP payments on the fourth payday following:

- expiry, or
- date last order cashed.

131. When the fax is received from the ICA unit:

Step	Action
1	access dialogue JA060: Register Claim/Event and record a change of circumstances for the day after the expiry;
2	access dialogue JA091: Maintain Claim Details and record the same date as the date of change, selecting Other Benefits in CLAIM DETAILS PICKLIST screen JA091002;
3	input an end date against the CA entry of the day before the date of change, that is, the last day CA has been paid for;
4	re-access the CLAIM DETAILS PICKLIST screen JA091002 and record a further change of circumstances on the date CA DP payments are due to start;
5	in the OTHER BENEFITS screen JA091020 , complete the: <ul style="list-style-type: none"> • 'Type' field to show [08]; • 'For' field to show: <ul style="list-style-type: none"> ○ [01] if the claimant is the CA recipient; or ○ [02] if the partner is the CA recipient; • 'Rec'd' field to show [Y]; • 'Total Rec'd' field to show the amount paid; • 'Verified' field to show [V]; • 'Account amount' field to show the amount paid; and • 'Office' field to show [01912];
6	re-access the CLAIM DETAILS PICKLIST screen JA091002 and input [Y] to 'Evidence Complete?' Field;
7	fastpath to dialogue JA200: Award and Decision, then dialogue JA405: Compute Payment to issue a notification;
8	access dialogue JA110: Maintain Notepad and record the: <ul style="list-style-type: none"> • CA method of payment; and • date of the initial payment by DP.

Changes of circumstances affecting Carer's Allowance

132. Unlike other departmental computer systems, the Carer's Allowance (CA) has no interface with the Departmental Central Index (DCI). However, the CA unit still receive DCI broadcasts for carer's who receive other benefits, which are administered using a strategy computer system.

133. Because of this, if a claimant's JSA is maintained on JSAPS, the only changes that need to be notified to the CA unit are changes to the claimant's entitlement to JSA (C) and the carer's admission to hospital. Other changes will automatically be broadcast to the CA unit by DCI.

Action on changes of circumstances affecting Carer's Allowance

134. If the claimant's JSA is maintained clerically, send a minute to the Carer's Allowance (CA) Unit. Tell them about all changes of circumstances which affect CA, for example when:

- the person who receives CA stops being a carer;
- the carer starts work;
- there is a change of address;
- the carer is admitted to hospital.

Qualifying benefits for Carer's Allowance

135. A carer can only receive Carer's Allowance while Attendance Allowance, Constant Attendance Allowance at the full day or higher rate or Disability Living Allowance highest or middle rate care component is paid for the person being cared for.

See Decision Makers guide, Volume 10, chapter 60, Carer's Allowance

Establish end date for Carer's Allowance

136. If entitlement to Attendance Allowance, Constant Attendance Allowance or Disability Living Allowance care component stops, contact the Carer's Allowance (CA) unit to find out when the CA will be withdrawn.

When entitlement to Carer's Allowance ends

The eight week extension period

137. When a claimant's entitlement to Carer's Allowance (CA) ends, establish the date and period of the final payment of CA and attribute it according to the claimant's normal four weekly CA payment cycle.

138. When CA entitlement ceases, regulations provide that the claimant is treated as if they were still entitled to CA for a further eight weeks. During this period, the claimant is entitled to the Carer Premium.

Note: The eight-week period begins when entitlement to CA ceases, not when CA ceases to be taken into account.

139. JSAPS does not calculate the eight-week period correctly. To ensure the Carer Premium is not paid erroneously, calculate it clerically.

140. Once the eight week extension period is calculated clerically, take action to update JSAPS:

Step	Action
1	access dialogue JA060: Register Claim/Event and record a change of circumstances for the day after the end of the eight week extension period;
2	access dialogue JA091: Maintain Claim Details and record the same date of change, selecting 'Exceptional Conditions' in the CLAIM DETAILS PICKLIST screen JA091002;
3	access the EXCEPTIONAL CONDITIONS screen JA091019 and:

	<ul style="list-style-type: none"> • change the 'reason Code' field to [21]; • input the start date as the day after the end of the eight week extension period; and • input the end date as eight weeks from the last day CA is actually paid;
4	re-access the CLAIM DETAILS PICKLIST screen JA091002 and change the 'Evidence complete?' fields to [Y][Y];
5	fastpath to dialogue JA200: Award and Decision, then dialogue JA405: Compute Payment to issue a notification to the claimant.

141. If Carer Premium is awarded under the "last eight weeks" conditions, the premium is payable for a maximum of eight weeks. After the eight weeks, the claimant or their partner are no longer considered a carer.

Claimant's partner has claimed Attendance Allowance

142. It may become apparent that a claimant's partner has claimed Attendance Allowance (AA) at any time during a JSA claim, for example:

- on the claimant's claim form;
- from a system broadcast through the Departmental Central Index (DCI) when an AA award is recorded on the AA computer system (AACS);
- from the claimant:
 - in person;
 - in a letter;
 - by post.

143. Take the appropriate action if AA has been claimed and:

- is not yet awarded;
- is disallowed;
- is in payment; or
- a late award is due.

Attendance Allowance claimed but not yet awarded

144. If a claimant's partner claims AA but it has not yet been awarded:

Step	Action
1	if the JSA unit do not have a DCI broadcast, use DCI to confirm: <ul style="list-style-type: none"> • the partner has claimed AA; • which Disability Benefit Centre (DBC) is dealing with the claim;
2	complete form C73T for the claimant's partner;
3	send the completed form C73T to the appropriate DBC;
4	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input code: <ul style="list-style-type: none"> • [01] AA in the 'Type' field; • [02] partner in the 'For' field; • [C] in the 'rec'd' field;
5	access dialogue JA530: Case Controls and set a user case control

	for 42 days to monitor the return of form C73T.
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145. When the DBC returns form C73T, it will show the outcome of the claim, that is:

- AA is disallowed;
- AA is awarded to partner.

146. If when the claim is made, JSA is not payable but the claimant, partner or child has made a claim for Carer's Allowance (CA), deal with the JSA claim as a normal claim and issue a nil decision. This is subject to the claimant having made the claim not later than 10 days after the date of the original claim and with no decision having been made on the CA claim.

147. When the qualifying benefit is awarded, a further claim form will need completing. The original nil decision can be revised and, as the further claim was made within three months of the date on which the claim for the qualifying benefit was decided, this further claim can be treated as made on the later of the:

- date of the original claim; or
- first date in respect of which the qualifying benefit was payable.

Attendance Allowance disallowed

148. If form C73T is returned by the Disability and Carer Benefit Directorate (DCBD) showing the claim for AA is disallowed:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input code: <ul style="list-style-type: none"> • [01] AA on the 'type' field; • [02] partner on the 'For' field; • [N] in the 'Rec'd' field;
2	access dialogue JA530: Case Controls and clear the user case control if appropriate;
3	take no further action.

Attendance Allowance awarded for partner

149. If AA is awarded for the claimant's partner, it is disregarded in full in the claimant's JSA (C) and JSA (IB) assessment.

150. To record that the claimant's partner receives AA:

Step	Action
1	access dialogue JA091: Maintain Claim details, OTHER BENEFITS screen JA091020 and input code: <ul style="list-style-type: none"> • [01] AA in the 'Type' field; • [02] partner in the 'For' field; • [Y] in the 'Rec'd field'; and • the full AA payment details in the other fields; and
2	consider whether the higher pensioner premium and severe

	disability premium are appropriate.
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Late award of Attendance Allowance

151. Because of time limits on paying arrears contained in social security legislation, a late award of AA can mean that the award premiums included in a claimant's JSA are restricted to 52 weeks.
152. Because of this, take special action if, following a late award of AA:
- the arrears are restricted to 52 weeks; and
 - the claimant claims they have lost benefit because of an official error.
153. Refer these cases for consideration of an ex gratia payment to Operations & Performance Improvement Division Special Payments Section
154. To refer a case to Special Payment Section, send:

Step	Action
1	a copy of the AA award notice;
2	a minute showing: <ul style="list-style-type: none"> • the weekly rate and period of the backdated JSA arrears award; • details of the period for which JSA arrears could have been awarded if the 52 week restriction did not apply, that is: <ul style="list-style-type: none"> ○ to and from dates of the award; ○ weekly rate(s) of JSA; ○ any unrecovered overpayments of JSA but only if the overpayment arose during the period JSA arrears awarded when no restrictions apply;
3	do not send the JSA clerical records.

See Special Payments Handbook

Changes of circumstances that affect Attendance Allowance

155. Usually when a change of circumstances occurs, the Disability and Carer Benefit Directorate (DCBD) will receive a Departmental Central Index (DCI) broadcast when a change of circumstances is recorded on JSAPS. However, send form BF600 to the DCBD if the partner:
- is admitted to:
 - hospital – include the hospital address on form BF 600;
 - hospice – in these cases, mark form BF600 prominently in red 'URGENT – HOSPICE CASE' and include the hospice address on form BF600;
 - prison – include the prison address on form BF600;
 - moves to accommodation where Local Authority (LA) sponsors the landlady/ landlord. This is because the LA may contribute to the partner's expenses. Include the address on form BF600;
 - is absent or intends to be absent from Great Britain;
 - has an appointee and the partner's appointee's details change;

- has an improvement or deterioration in the partner's health – in these cases, obtain a statement about the change and send it to the DCBD with form BF600.

156. If the JSA claim is maintained clerically, use a form BF600 for all changes in circumstances.

157. To refer a case to Operations & Performance Improvement Division Special (OPID) Payments Section, send:

Step	Action
1	a copy of the AA award notice;
2	a minute showing: <ul style="list-style-type: none"> • the weekly rate and period of the backdated JSA arrears award; • details of the period for which JSA arrears could have been awarded if the 52 week restriction did not apply, that is: <ul style="list-style-type: none"> ○ to and from dates of the award; ○ weekly rate(s) of JSA; ○ any unrecovered overpayments of JSA but only if the overpayment arose during the period within the to and from dates when no restrictions apply;
3	do not send the JSA clerical records.

Notifying a change of circumstances to the Disability and Carer Benefit Directorate

Attendance Allowance not combined with another benefit

158. If Attendance Allowance (AA) is not combined with another benefit and Jobcentre Plus is notified about change of circumstances which the Disability and Carer Benefit Directorate (DCBD) needs to know about:

Step	Action
1	action the change on JSAPS as appropriate;
2	complete form BF600 showing the change of circumstances;
3	send form BF600 to the appropriate DCBD;
4	access dialogue JA110: Maintain Notepad and record that the JSA unit have sent form BF600;
5	access dialogue JA530: Case Controls and set a user case control for a reply from the DCBD.

Attendance Allowance combined with another benefit

159. If AA is combined with another benefit and Jobcentre Plus is notified about a change of circumstances which the DCBD needs to know about:

Step	Action
1	action change on JSAPS as appropriate;

2	complete form BF600 showing the change of circumstances and send it to the DCBD;
3	<p>phone the other benefit section to make sure they are aware of the change. If the other benefit section is:</p> <ul style="list-style-type: none"> • aware of the change: <ul style="list-style-type: none"> ○ record the JSA unit phone call on form A6; ○ access dialogue JA110: Maintain Notepad and record that the JSA unit have sent form BF600; • not aware of the change: <ul style="list-style-type: none"> ○ tell them about the change and that the JSA unit will inform the DCBD; ○ access dialogue JA110: Maintain Notepad and record that the JSA unit sent form BF600;
4	access dialogue JA530: Case Controls and set a user case control for a reply from the DCBD.

Attendance Allowance award notices

160. When an award of Attendance Allowance (AA) is made or changed, the Disability and Carer Benefit Directorate (DCBD) sends one of the following forms to the JSA unit:

- computer produced report FAA40105 showing changes to:
 - AA;
 - the date and period of the award. This report is always sent to the Income Support (IS) section first, even if the person does not receive IS. The IS section is then responsible for sending report FAA40105 to the JSA benefit processing section;
- clerical form DLA70 showing the date and period of the AA award.

Report received from Disability and Carer Benefit Directorate

Partner's award of Attendance Allowance stops

161. If report FAA40105 or form DLA70 is received stating that the partner's AA has stopped:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input the final AA payment details;
2	access dialogue JA200: Award and Decision and make a decision;
3	send a report FAA40105 or form DLA70 to the Contributory benefits section for filing.

Partner's award of Attendance Allowance continues unchanged

162. If report FAA40105 or form DLA70 is received stating that the partner's AA continues unchanged, the claimant's JSA award is not affected.

Partner's award of Attendance Allowance has changed or will change

163. If report FAA40105 or form DLA70 is received stating that the partner's award of AA has changed or will change:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and amend the AA award details as appropriate;
2	access dialogue JA200: Award and Decision and make a decision;
3	send a report FAA40105 or form DLA70 to the Contributory benefits section for filing.

Disability Living Allowance award period

164. Each Disability Living Allowance (DLA) component can be awarded for:

- a specific period; or
- life.

165. Normally, there is a three month qualifying period for both components of DLA. However if someone claims under the special rules. DLA can be awarded from the date of claim.

166. When DLA is awarded it continues to be paid irrespective of age, provided the qualifying criteria continue to be met.

Disability Living Allowance in payment

167. If Disability Living Allowance (DLA) is in payment:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none">• type code:<ul style="list-style-type: none">○ [44] DLA care component; and/or○ [11] DLA mobility component;• the appropriate person number in the 'For' field;• [Y] in the 'Rec'd' field; and• the payment day and the payment frequency of the partner's or child's DLA in the 'PRD' field; and
2	consider awarding the appropriate premiums as either component of DLA is a qualifying benefit for some JSA premiums.

168. The partner's or child's DLA:

- does not affect JSA (C);
- is not taken into account against JSA (IB).

Disability Living Allowance decision outstanding

169. If the claimant, partner or child has claimed Disability Living Allowance (DLA), but has not received a decision:

Step	Action
1	<p>access dialogue JA091: Maintain Claim Details OTHER BENEFITS screen JA091020 and record both components of DLA. To do this, complete the fields as follows:</p> <ul style="list-style-type: none"> • in the 'Type' fields, input code: <ul style="list-style-type: none"> ◦ [44] DLA care component; and/or ◦ [11] DLA mobility component; • the appropriate person number in the 'For' field; • [C] in the 'Rec'd' field; and
2	<p>access dialogue JA530: Case Controls and set a user case control for 42 days to check if DLA is awarded or not.</p>

170. If when the claim is made, JSA is not payable but the claimant, partner or child has made a claim for Carer's Allowance (CA), deal with the JSA claim as a normal claim and issue a nil decision. This is subject to the claimant having made the claim not later than 10 days after the date of the original claim and with no decision having been made on the CA claim.

171. When the qualifying benefit is awarded, a further claim form will need completing. The original nil decision can be revised and, as on the further claim was made within three months of the date on which the claim for the qualifying benefit was decided, this further claim can be treated as made on the later of the:

- date of the original claim; or
- first date in respect of which the qualifying benefit was payable.

Case control appears on the work available report

172. If the 42 day case control set to check whether DLA was awarded, appears on the work available report and form FDA40105 or form DLA70, has been received, contact the Disability and Carer Benefit Directorate (DCBD) to see if the DLA claim has been decided.

173. If the DCBD confirm:

- DLA has been awarded;
- DLA has not been awarded;
- the DLA claim has not been decided, access dialogue JA530: Case Controls and set a further user control for 42 days to check if DLA is awarded or not.

Disability Living Allowance awarded

174. If DLA is awarded, the DCBD:

- use the Common Enquiry Service (CES) to check for any JSA claim which includes the DLA claimant; and
- send report FDA40105 or form DLA70 giving details of the award.

175. When report FDA40105 or form DLA70 is received:

Step	Action
1	access dialogue JA091: Maintain Claim details, OTHER BENEFITS screen JA091020 and, depending on the award details, complete the Amount field for each component awarded;
2	remove the benefit codes for any component not awarded;
3	if appropriate, access dialogue JA530: Case Controls and clear the user case control which was set to check if DLA was awarded or not.

Disability Living Allowance is not awarded

176. If DLA is not awarded:

Step	Action
1	access dialogue JA091 Maintain Claim Details, OTHER BENEFITS screen JA091020 and input [N] in the 'Rec'd' field; and
2	if appropriate, access dialogue JA530: Case Controls and clear the user case control which was set to check if DLA was awarded or not.

Late award of Disability Living Allowance

177. Because of time limits on paying arrears, a late award of Disability Living Allowance (DLA) can mean that the award of premiums included in a claimant's JSA are restricted to 52 weeks.

178. Because of this, special action needs to be taken if, following a late award of DLA:

- the arrears are restricted to 52 weeks; and
- the claimant claims they have lost benefit because of official error.

Action on late award of Disability Living Allowance

179. Refer these cases for consideration of an ex gratia payment to Operations & Performance Improvement Division (OPID) Special Payments Section.

See Special Payments Handbook

180. To refer a case to OPID Special Payments Section:

Step	Action
1	<p>draft a minute showing:</p> <ul style="list-style-type: none"> • the weekly rate and period of the backdated JSA arrears award; • details of the period for which JSA arrears could have been awarded if the 52 week if no restrictions applied, that is: <ul style="list-style-type: none"> ○ to and from dates of the award; ○ weekly rate(s) of JSA; • any unrecovered overpayments of JSA but only if the overpayment arose during the period within the to and from dates when no restrictions apply;

2	send a copy of the DLA award notice to OPID;
3	do not send the JSA clerical records.

Changes of circumstances that affect Disability Living Allowance

181. When a change of circumstances occurs, the Disability and Carer Benefit Directorate (DCBD) usually receive a Departmental Central Index (DCI) broadcast when the change is recorded on JSAPS.

182. However, send form BF600 to the DCBD if the Disability Living Allowance (DLA) claimant:

- is admitted to:
 - hospital – include the hospital's address on form BF600;
 - hospice – include the hospice's address on form BF600;
 - any type of care home. Include the address on form BF600;
 - prison – include the prison's address on form BF600;
- has a deterioration or improvement in their condition – in these cases, obtain a statement about the change and send it to the DCBD with form BF600;
- dies.

Note: DCI will issue a broadcast but a form BF600 is still needed as confirmation.

183. If the JSA claim is maintained clerically, use form BF600 for all change of circumstances.

Notifying a change of circumstances to the Disability and Carer Benefit Directorate

Disability Living Allowance not combined with another benefit

184. If Disability living Allowance (DLA) is not combined with another benefit and notification is received about a change of circumstances which the Disability and Carer Benefit Directorate (DCBD) needs to know about:

Step	Action
1	action change on JSAPS as appropriate;
2	complete form BF600 showing the change of circumstances;
3	send form BF600 to the appropriate DCBD;
4	access dialogue JA110: Maintain Notepad and record that the JSA unit have sent form BF600;
5	access dialogue JA530: Case Controls and set a user case control for a reply from the DCBD.

Disability Living Allowance combined with another benefit

185. If DLA is combined with another benefit and notification is received about a change of circumstances which the DCBD needs to know about:

Step	Action
1	action change on JSAPS as appropriate;
2	complete form BF600 showing the change of circumstances;
3	phone the other benefit section to make sure they are aware of the change. If the other benefit section is: <ul style="list-style-type: none"> • aware of the change: <ul style="list-style-type: none"> ○ record the phone call on form A6; ○ access dialogue JA110: Maintain Notepad and record that form BF600 has been sent; • not aware of the change: <ul style="list-style-type: none"> ○ tell them about the change and that DCBD will be informed; • access dialogue JA110: Maintain Notepad and record that form BF600 has been sent;
4	access dialogue JA530: Case Controls and set a user case control for a reply from the DCBD.

Notification of Disability Living Allowance award

186. The Disability and Carer Benefit Directorate (DCBD) notify an award of Disability Living Allowance (DLA) on report FDA40105 or form DLA70. An individual report is issued for each award and the information includes:

- the name of the DLA claimant;
- a breakdown including the amount of the components making up the award;
- the period of the award.

187. Report FDA40105 is always sent to the Income Support (IS) section first, even if the person does not receive IS. The IS section then is responsible for sending report FDA40105 to Jobcentre Plus. DCBD issue form DLA70 in clerical cases instead of report FDA40105.

Report FDA40105 or form DLA70 received from Disability and Carer Benefit Directorate

Disability Living Allowance award stops

188. If report FDA40105 or form DLA70 is received stating that Disability Living Allowance (DLA) has stopped:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input the final DLA payment;
2	access dialogue JA200: Award and Decision and make a decision;
3	send report FDA40105 or form DLA70 to the Contributory Benefits section for filing.

Disability Living Allowance award continues unchanged

189. If report FDA40105 is received stating that the DLA will continue unchanged, the claimant's JSA award is not affected.

Disability Living Allowance award continues at a changed rate

190. If report FDA40105 is received stating that the award of DLA has changed or will change:

- access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and amend the DLA award details as appropriate; and
- revise/ superseded the claimant's JSA (IB) award as appropriate.

Industrial Injuries Disablement Benefit

Notification received from Disability Benefits Section

191. When form IS(R)1 is received from Industrial Injuries Branch, check whether Industrial Injuries Disablement Benefit (IIDB) has been awarded.

192. If IIDB has been awarded:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none">• code [07] IIDB in the 'Type' field;• [01] customer or [02] partner in the 'For' field, as appropriate;• [Y] in the 'Rec'd' field;• the full IIDB payment details in the other fields;

193. if Industrial Injuries Branch have:

- not withheld arrears:
 - consider overpayment action;
- withheld arrears of IIDB:
 - ask them to make a recovery against the arrears of IIDB, making sure the:
 - weekly rate of JSA (IB) recovered is stated and correct; and
 - overall calculation is correct.

See Overpayment Recovery Guide

See Decision Makers Guide, Volume 3, chapter 9, overpayments, offsets and recoverability

194. If the IIDB claim was disallowed:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none">• [01] customer or [02] partner in the 'For' field, as appropriate; and• [D] in the 'Rec'd' field; and

2	access dialogue JA530: Case Controls to clear the case control set to monitor the outcome of the IIDB claim.
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Enquiry from Disability Benefits Section

195. When a person is awarded IIDB and Disability Benefits Section do not know whether to withhold arrears for the recovery of JSA (IB), they will contact Jobcentre Plus for advice. The contact may be made:

- by phone;
- in writing.

196. If an enquiry is received from Disability Benefits Section:

Step	Action
1	use the JSA enquiry dialogues to find out whether a claimant or claimant's partner has received JSA (IB) for any part(s) of the IIDB award period;
2	notify Disability Benefits Section in writing whether or not JSA (IB) needs to be recovered from the IIDB arrears;
3	if a recovery of JSA (IB) is needed, include details about the: <ul style="list-style-type: none"> • recovery period; • rates of JSA (IB) paid; • total JSA (IB) to be recovered from the IIDB arrears.

See Decision Makers Guide, Volume 3, chapter 9 Overpayments, offsets and recoverability

197. Take this action promptly because Industrial Injuries Branch cannot pay the arrears to the claimant or partner until they receive the JSA unit written reply.

Changes to War Disablement Pension

Form WPA880 received from the War Pensions Agency

198. When form WPA880 is received from the War Pensions Agency (WPA), check whether War Disablement Pension (WDP) has been awarded.

199. If WDP has been awarded, input the details on JSAPS:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • code [32] WDP in the 'Type' field; • [01] customer or [02] partner in the 'For' field; • [Y] in the 'Rec'd' field; • the full WDP payment details in the other fields;
2	JSAPS automatically applies a £10.00 disregard to the WDP;
3	complete and return Part 2 of form WPA880 to the WPA, making sure the: <ul style="list-style-type: none"> • disregard is applied;

	<ul style="list-style-type: none"> • weekly rate of JSA (IB) recovered is correct; and • overall calculation is correct;
4	if any JSA (IB) payments have been made, take them into account when completing form WPA880.

Form C73S tear-off returned from War Pensions Agency

200. WPA will return form IS(R)1 tear-off if the WDP claim is unsuccessful.

201. When this form is received, access dialogue JA091: Maintain Claim

Details, OTHER BENEFITS screen JA091020 ; and input:

- code [32] WDP in the 'Type' field;
- [01] customer or [02] partner in the 'For' field;
- [N] in the 'Rec'd' field; and
- the full WDP details in the Other fields

Claimant or partner receives one of the allowances payable with War Disablement Pension

202. If the claimant receives one of the allowances that can be paid with War Disablement Pension (WDP), check whether the allowance is:

- disregarded in full;
- taken fully into account in the claimant's JSA (IB) assessment;
- Unemployment Supplement;
- Treatment allowance.

Claimant receiving JSA makes a claim for Widow's benefit

203. Widow's Benefit consists of Widowed Mothers Allowance (WMA) and Widow's Pension (WP).

Notifying Pensions Section of JSA interest

204. If a claimant receiving JSA makes a claim for Widow's Benefit :

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • Code [76] WMA or [94] WP in the 'Type' field; • [01] customer in the 'For' field; • [C] in the 'Rec'd' field;
2	access dialogue JA530: Case Controls and set a user case control for 14 days to check if the Widow's Benefit has been awarded;
3	if the claimant is receiving: <ul style="list-style-type: none"> • JSA (C) – send form C79 and a minute to Pension service to: <ul style="list-style-type: none"> ○ advise that JSA is in payment; ○ request details of the Widow's Benefit award, in writing, when the award is decided; • JSA (IB) – send forms IS(R)1 and C79 to the Pensions

	Service.
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Decision about Widow's Benefit received

205. When a decision about Widow's Benefit is made, Pensions service send form BR403 or form IS(R)1 part B. These forms:

- give details of the award;
- request details of any recovery or offset of JSA to be made from the arrears of the Widow's Benefit, if appropriate.

206. However, if JSA (C) is in payment Pensions Service will send form BR42.

Widow's Benefit disallowed

207. If Widow's Benefit is disallowed, access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input [D] in the 'Rec'd' field. JSA will continue to be paid unchanged.

Widow's Benefit awarded

208. If Widow's Benefit is awarded, action to take depends on whether the claimant receives:

- JSA (C);
- JSA (IB).

JSA (C) in payment

209. If the claimant receives JSA (C):

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • Code [76] WMA or [94] WP in the 'Type' field; • [01] customer in the 'For' field; • [Y] in the 'Rec'd' field; • the full Widow's Benefit details in the other fields;
2	check if the Widow's Benefit award covers any period for which JSA (C) has already been paid;
3	if JSA (C) has been paid for the same period or part of the period covered by the widows benefit award: <ul style="list-style-type: none"> • calculate the amount of JSA (C) paid; • send a minute to the Pensions Service to ask them to treat the amount calculated as paid 'on account' of the Widows Benefit; • Pensions Service will send a copy of their decision about the JSA (C) paid on account.

210. When the reply from the Pensions Service is received, consider if overpayment action is appropriate.

See Overpayment recovery guide

JSA (IB) in payment

211. If JSA (IB) is in payment:

Step	Action
1	access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input: <ul style="list-style-type: none"> • Code [76] WMA or [94] WP in the 'Type' field; • [01] customer in the 'For' field; • [Y] in the 'Rec'd' field; • the full Widow's Benefit details in the other fields;
2	if JSA (IB) has been paid for the same period or part of the period covered by the Widow's Benefit award: <ul style="list-style-type: none"> • calculate the amount of JSA (IB) paid and record the amount on form A6; • return form BR403 or send form C73B, as appropriate, to the Pension Service giving details of the JSA (IB) amount calculated; • Pensions Service will advise if recovery was made or if overpayment action may be appropriate.

Action when a Bereavement Benefit has been claimed

212. If the claimant is already in receipt of JSA and their claim to Widowed Parent's Allowance (WPA) or Bereavement Allowance (BALce) has not yet been decided:

Step	Action
1	award/ reassess JSA to record WPA or BALce as claimed;
2	access dialogue JA530: Case Controls and set a user case control for 14 days to check if a Bereavement Benefit (BB) has been awarded;
3	if the claimant is receiving: <ul style="list-style-type: none"> • JSA (C) – send form C79 and a minute to BB section; • JSA (IB) – send form IS(R)1 and C79 to BB section.

Bereavement Benefit awarded

213. If the Bereavement Benefit (BB) section award BB and they know JSA has been paid for the same period, they will issue form BR403.

214. When this form is received:

Step	Action
1	check the claimant received JSA for the period the arrears of Widowed Parents Allowance (WPA) or Bereavement Allowance (BALce) are due for;
2	check dialogue JA110: Notepad and enquiry dialogues, or clerical records to see if a recovery has already been done;
3	if the recovery has yet to be done check that the £10.00 disregard

	for WPA has not been missed.
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How to reassess the JSA award when Bereavement Benefit has been awarded

215. If BB has been awarded and JSA is already in payment, take the following action to notify the BB section of the recovery amount and reassess the JSA award:

Step	Action
1	calculate the difference between the amount of JSA paid and the amount of JSA that would have been paid had Widowed Parents Allowance (WPA) or Bereavement Allowance (BALce) been in payment throughout; Note: The £10.00 disregard due from April is paid as part of the WPA arrears issued by the BB section
2	complete form BR403 tear – off and send to the BB section;
3	access dialogue JA091: Maintain Claim Details and enter the JSA Treat as Made (TAM) or the first day of the recovery period in the 'date of change field';
4	access the OTHER BENEFITS screen JA091020 and amend the WPA or BALce entry to show: <ul style="list-style-type: none"> • [N] in the 'rec'd' field; • [V] in the 'verified' field; • the local office number in the 'Office' field; • the date of change in the 'D/Start' field; • the last day of the recovery period in the 'D/End' field; and • press [F2];
5	amend the date of change to the first day following the recovery period;
6	access the OTHER BENEFITS screen JA091020 and amend the WPA or BALce entry to show: <ul style="list-style-type: none"> • [Y] in the 'rec'd' field; • the amount received in the 'Total' field; • [V] in the 'verified' field; • the local office number in the 'Office' field; • first day after the recovery period in the 'D/Start' field; • for BALce only – the end day of the award in the 'D/End' field;
7	access dialogue JA110: Notepad and record action taken.

JSA (C) in payment

216. If the claimant receives JSA (C):

Step	Action
1	access dialogue JA091: Maintain Claim details, OTHER BENEFITS

	screen JA091020; and input: <ul style="list-style-type: none"> • Code [92] BALLce or [93] WPA in the 'Type' field; • [01] customer in the 'For' field; • [Y] in the 'Rec'd' field; • the full BB details in the other fields;
2	check the BB award covers any period for which JSA (C) has already been paid;
3	if JSA (C) has been paid for the same period or part of the period covered by the BB award: <ul style="list-style-type: none"> • calculate the amount of JSA (C) paid; • send a minute to the BB section to ask them to treat the amount calculated as paid 'on account' of the BB, • Bereavement section will send a copy of their decision about the JSA (C) paid on account.

Completion of Widowed Mother's Allowance and Widowed Parent's Allowance recovery calculation sheet

217. To calculate the Widowed Parent's Allowance (WPA) recovery on the calculation sheet:

Step	Action
1	record the claimant details;
2	in 'column 1' record the benefit weeks affected by recovery;
3	in 'column 2' record the amount of JSA that would have been paid if WPA had been paid on time, that is JSA less the remaining Widowed Mother's Allowance (WMA) or WPA after the £10.00 disregard is applied;
4	in 'column 3' record the total JSA paid, that is JSA without WPA taken into account;
5	in 'column 4' record the weekly amount of recovery, that is 'column 3' less 'column 2';
6	in 'column 6' record the total recovery;

War Widow's Pension awarded

JSA (C) in payment

218. If War Widow's Pension is awarded for period for which JSA (C) has been paid and the War Widow's Pension is to be treated as an overlapping benefit, JSA (C) is treated as paid 'on account' of War Widow's Pension.

See Decision Maker's Guide: Volume 3, chapter 17 overlapping benefits

JSA (IB) in payment

219. If War Widow's Pension is awarded for period for which JSA (IB) has been paid, recovery can be made from the War Widow's Pension arrears. War

Pensions Agency (WPA) will send form WPA880 to request details of JSA (IB) payments.

220. When form WPA880 is received:

- complete part 2 of the form and return it to the WPA;
- make sure the:
 - appropriate disregard is applied to each week of the recovery period;
 - weekly rate of JSA (IB) recovered is correct; and
 - overall calculation is correct.

Pension Credit age and State Pension age

221. There is a difference between Pension Credit age and State Pension age.

Pension Credit age (PCa)

222. Pension Credit age (PCa) is the earliest age that a person can claim Pension Credit. **PCa is the same for men and women.**

Between 2010 and 2020 the minimum age from which a person can claim Pension Credit, will increase in stages for both men and women in line with changes to women's State Pension age. For relevant dates see: State Pension Age Calculator.

For male claimants in this client group see also: Male Claimant or Male partner approaching Pension Credit age and Conditions of entitlement to Automatic Credits.

State Pension age (SPa)

223. State Pension age (SPa) is the earliest age that Retirement Pension can be claimed. SPa is different for men and women:

- for **men** SPa is 65;
- for **women** SPa will increase in stages from 60 to 65 between 2010 and 2020.

See also: Claimant approaching or reached State Pension age.

Male Claimant or male partner approaching Pension Credit age – Consider entitlement to Pension Credit

224. Everyone who has reached Pension Credit age (PCa), or are within four months of it, can apply for Pension Credit from the date they reach PCa.

225. Male JSA claimants have the choice of claiming Pension Credit, or continuing to claim JSA until they reach State Pension age. JSA ceases to be paid to women once they reach PCa.

226. Case Control P128 is set to mature four months prior to a male claimant/partner reaching PCa. On maturity, JSAPS issues either a notification equivalent to:

- DLJA 668 notification (Claimant's male partner approaching minimum pension credit age); or
- DLJA 669 notification (Male claimant approaching minimum pension credit age),

to advise the claimant that they may be entitled to claim Pension Credit.

Note : Male claimants approaching PCa are offered a Better off Calculation to help them decide whether to claim Pension Credit or remain on JSA. For further details see the Get Britain Working Guidance.

Also, for this category of claimant see instructions on Automatic Jobseeking Periods and the issue of form CR8 for automatic credits.

New and repeat claims made within four months of the male claimant/ partner reaching Pension Credit age

227. New claims made within 4 months of a **male** claimant/ partner reaching Pension Credit age (PCa) will not have a system generated notification issued.

228. The instructions for clerical cases must be followed to identify relevant claimants/ partners and advise them that they may be entitled to receive Pension Credit from the date they reach PCa.

Termination action - Claimant or partner receiving JSA(IB)

229. If the claimant or partner decides to claim Pension Credit, it is important to keep JSA in payment until the Pension Credit application is processed. Keeping JSA in payment will prevent the need for interim Pension Credit payments.

Note: JSA can only be paid until the day before a male claimant's reaches State Pension age.

230. When the Pension Credit application has been assessed and is ready to be input, the Pension Service will write to the claimant or partner advising them to end their JSA claim from the appropriate date (ie the date from which they will qualify for Pension Credit). To ensure that there are no delays in payment, the JSA claim must be terminated promptly (using termination codes 30, 31 or 32 as appropriate) to allow the Pension Credit record to be registered and processed. See: Claim termination action.

Termination action - Claimant receiving JSA(C)

231. If a JSA(C) claimant decides to claim Pension Credit the JSA record must not be terminated. Any entitlement to Pension Credit will be paid clerically until JSA(C) entitlement exhausts. The Pension Service use a BF system to remind them of the JSA(C) exhaustion date and a prompt to set up the Pension Credit record after the JSA(C) claim has terminated.

Clerical cases – consider entitlement to Pension Credit for male claimants/ partners

232. For new and existing clerical records, the following action must be taken

Step	Action
1	Record the date that the claimant/ partner reaches Pension Credit age (PCa) on the case papers.

2	Tab clerical records with a 'BF' date to take appropriate action four months prior to the claimant/ partner reaching PCa (or take action at the earliest possible date where a new or repeat claim falls within 4 months of the claimant/ partner reaching PCa).
3	Four months prior to the claimant/ partner reaching PCa (or as soon as possible where a new or repeat claim falls within 4 months of the claimant/ partner reaching PCa), issue either: <ul style="list-style-type: none"> • DLJA 668 notification (Claimant's male partner approaching minimum pension credit age); or • DLJA 669 notification (Male claimant approaching minimum pension credit age), as appropriate. See collated CN letters.
4	Refer case to the advisors to book BoC interview.
5	Continue paying JSA until notification is received from the Pension Service that Pension Credit is awarded.
6	Close the claim down using the terminal date supplied by the Pension Service (ie date before Pension Credit is awarded).

Male claimant over Pension Credit age (PCa) whose entitlement to JSA(C) is about to cease or has ceased – Consider entitlement to Pension Credit

233. When a male claimant's entitlement to JSA(C) exhausts or ceases between Pension Credit age and the day before they reach State Pension age, they should be reminded about their entitlement to claim Pension Credit. Prior to the exhaustion date, a Better-Off calculation should be offered to allow them to make an informed decision about whether they should claim Pension Credit or JSA(IB). For further information about identification of these claimants and the Better-Off calculation, see Get Britain Working Guidance.

Note: For this category of claimant, also see instructions on Automatic Jobseeking Periods and the issue of form CR8.

Automatic Jobseeking Periods and Automatic Credits

234. An Automatic Jobseeking Period is a Jobseeking Period (JSP) that includes a period of a claim to JSA, during or after the tax year containing the date the claimant reaches Pension Credit age. This can continue automatically without the claimant having to attend the office. For further information on auto credits see Conditions of entitlement for Automatic Jobseeking Periods.

Claimant approaching or reached State Pension age

Claimant Approaching State Pension age

235. Prior to the claimant reaching State Pension age, JSAPS sets a system case control P034 that matures when the claimant reaches State Pension age (SPa).
236. The claimant can receive JSA up to and including the day before they reach SPa.
237. If a claimant who is part of a joint claim receives, or becomes eligible for Retirement Pension the claim will be treated as a claimant or partner claim.

Claimant reaches State Pension age

238. When the claimant reaches State Pension age (SPa), terminate their JSA award and make the final payment:

Step	Action
1	access: <ul style="list-style-type: none">• dialogue JA099: Record Claim Termination, RECORD CLAIM TERMINATION DETAILS screen JA099091 and complete field:<ul style="list-style-type: none">◦ 'Claim Termination Reason' – Input the date the claimant reached SPa, input code [11]; or• dialogue JA050: Maintain Joint Claim, END JOINT CLAIM screen JA050170 and complete field:<ul style="list-style-type: none">◦ input [06] End of joint claim reason;◦ input [11] termination reasons for individual's claim;
2	access dialogue JA200: Award and Decision and decide, and for Joint Claims, dialogue JA401: Joint Claim Award Decision;
3	access dialogue JA405: Compute Payment and issue final payment;
4	JSAPS automatically clears the system set case control;
5	for joint claims take action to reassess the other member's claim as appropriate.

239. In some cases there may be a gap in payment between the claimant's last day of entitlement to JSA and the first payment of Pension Credit. If the claimant asks for a payment for this period, they must claim Pension Credit.

Claimant's partner approaching State Pension age

240. Start the action needed to check if the partner will receive Retirement Pension (RP) a year before they reach State Pension age (SPa), if possible.
241. If the claimant's claim is an existing claim:
- check when the partner will be one year before SPa; and
 - access dialogue JA530: Case controls and set a user case control to mature one year before the partner reaches SPa,

Partner one year before State Pension age

242. If the claimant's partner is one year before SPa, access dialogue JA530: Case controls and set a user case control to mature four months before the partner reaches SPa.

Four months case control appears on the work available report

243. When the four month case control appears on the work available report (WAR):

- send forms C76 and C79 for the partner to the Pensions Service; and
- access dialogue JA530: Case controls and set a user case control to mature 21 days before the partner reaches SPa.

21 day case control appears on the work available report

244. When the 21 day case control appears on the WAR:

- check if form BR401 has been received from the Pensions Service. If form BR401:
 - has been received: Access dialogue JA530: Case controls and set a user case control to mature 14 days before the partner reaches SPa.
 - has not been received:
 - phone Pensions Service and ask for form BR401; and
 - access dialogue JA530: Case controls and set a user case control to mature 14 days before the partner reaches SPa.

14 day case control appears on the work available report

245. When the 14 day case control appears on the WAR, action taken depends on whether the partner:

- has been awarded RP;
- has not been awarded RP;
- has decided to defer retirement.

Claimant's partner has reached State Pension age

Partner awarded Retirement Pension

246. The partner's Retirement Pension (RP):

- does not affect the claimant's JSA (C); and
- is taken fully into account against the claimant's JSA (IB).

247. If the partner is awarded RP, review the claimant's JSA (IB) award: access dialogue JA091: Maintain Claim Details, OTHER BENEFITS screen JA091020 and input:

- code [15] RP in the 'Type' field;
- [02] partner in the 'For' field;
- [Y] in the 'Rec'd' field; and
- the full RP details in the other fields; and
- If the partner's award includes RP due for any period the partner was included in the claimant's JSA (IB) award:

- issue recovery form IS(R)1 and, if appropriate, form C79 to the Pensions Service;
- access dialogue JA530: Case controls and set user case control for a reply; and
- when the Pensions Service reply:
 - calculate how much JSA (IB) has been paid during the award period;
 - send form C73B to Pensions Service to advise them of the recovery needed.

248. JSAPS automatically includes the appropriate pensioner premium in the claimant's JSA award from the correct week.

Partner does not qualify for Retirement Pension

249. If form BR401 is received and the claimant's partner does not qualify for Retirement Pension (RP), access dialogue JA530: Case controls and clear the user case control set to check the award of the partner's RP.

250. Whether or not the partner qualifies for RP, JSAPS automatically includes the appropriate pensioner premium in the claimant's JSA award from the correct week.

Partner defers claiming Retirement Pension

251. A person can defer claiming Retirement Pension (RP) until after State Pension age, however, once they have reached Pension Credit age (PCa) they may be entitled to Pension Credit. To calculate the relevant PCa for women see State Pension Age Calculator).

252. If a claimant's partner decides to defer their claim for RP, or claim Pension Credit, the Pensions Service notify this on form BR401.

253. Refer the claimant's claim to the Decision Maker to decide:

- if the partner has deferred their RP entitlement to allow the claimant to receive JSA or extra JSA;
- if any award of Pension Credit is to be treated as income; and
- if the deferred RP is to be treated as notional income.

See Decision Maker's Guide, volume 5, Chapter 28, Income other than earnings, notional income

Using PSCS to confirm the partner's Retirement Pension details

254. To confirm the amount of RP the claimant's partner receives use the Common Enquiry Service (CES).

255. Send form C79 for the partner to Pensions Service to make sure they note the JSA interest on PSCS.

256. If a PSCS account does not exist, obtain details of the partner's RP by sending form C76 and, if appropriate, form C79 to the Pensions Service.

Employment Rehabilitation Allowance

257. Employment Rehabilitation is flexible rehabilitation programme for people whose disabilities prevent them from:

- being able to enter work immediately; or
- taking up vocational training of a type, which would otherwise be suitable for them.

258. Claimants taking part in the Employment Rehabilitation Programme can receive an Employment Rehabilitation Allowance.

The effect of Employment Rehabilitation Programme on entitlement to JSA

Claimant in receipt of JSA (C)

259. Claimants in receipt of JSA (C) can choose whether or not to claim Rehabilitation Allowance (RA).

260. If RA is:

- not in payment, pay the full amount of JSA (C);
- is in payment, adjust the amount of JSA (C) by the rate of RA. Maintain these cases clerically.

Claimant in Receipt of JSA (IB)

261. Claimants in receipt of JSA (IB) can choose whether or not to claim RA.

262. If a claimant decides not to claim RA, do not treat it as notional income.

263. If the RA is in payment, take it into account in full for JSA (IB).

Claimant claiming credits only

264. Claimants who are claiming credits only can receive RA with no effect on their credits only application.

Appendix 1

ANNUAL TRAINING CERTIFICATE DECLARATION OF ATTENDANCE FOR TAVR MEMBERS AND OTHER RESERVISTS

NATIONAL INSURANCE NUMBER _____

I (full name in capitals) MR/MRS/MISS/MS _____

declare that as a territorial Army Volunteer Reserve member or other HMF reservist taking part in annual training, I will not be available for employment from _____ (date of report for duty) until _____ (date of discharge from duty).

I will renew my claim upon return from training at the Jobcentre below:

(address of the Jobcentre at which you attend).

Signed: _____

Date: _____

Useful Addresses

Carer's Allowance Unit

Carer's Allowance, Palatine house, Preston, PR1 1HB.

- Tel: 0845 6084321
- Textphone: 0845 6045312 (for hearing or speech difficulties)

Operations & Performance Improvement Division

- [redacted]

Disability and Carer Benefit Directorate

DLA or AA, Government Buildings, Warbreck House, Warbreck Hill, Blackpool, FY2 0UZ;

- Tel: 0845 7123456
- Textphone: 0445 7224433 (for hearing or speech difficulties)