

# Jobseeker's Allowance

## Your responsibilities

Please keep this booklet and bring it with you every time you come to the Jobcentre.

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## While you're getting Jobseeker's Allowance

If you need to ask anything about your Jobseeker's Allowance, or tell us that your circumstances have changed, please call us on this phone number:

**Call charges** - As at September 2013, calls to 0845 numbers from BT land lines should cost no more than 4p a minute with a 15p call set-up charge. You may have to pay more if you use another phone company, or a mobile phone. Calls from mobile phones can cost up to 40p a minute, so check the cost of calls with your service provider.

Issue date  /  /

**jobcentreplus**

Department for  
Work and Pensions

**ES40JP 10/13**

## Your responsibilities

There are certain things you must do to keep getting Jobseeker's Allowance.

Here is a summary:

You will no longer receive benefit and your claim for Jobseeker's Allowance will end if it is decided that you are not:

- available for work, or
- actively seeking work.

If you make a new claim within 13 weeks of such a failure, you may not get paid benefit for up to 4 weeks. If there has been more than one such failure in the last 52 weeks, you may not be paid benefit for up to 13 weeks.

You will lose your benefit for up to 13 weeks, 26 weeks or 156 weeks (3 years), if you:

- leave a job voluntarily, without good reason
- lose your job because of misconduct
- fail to take part in the mandatory work activity programme, without good reason
- fail to take on a suitable employment opportunity, without good reason, or
- refuse or fail to apply for or accept a job which your Adviser has notified to you, without good reason.

You will lose your benefit for 4 weeks or 13 weeks, if you:

- fail to attend an interview with your Adviser, without good reason
- fail to comply with a Jobseeker's Direction, without good reason
- fail to take part in a particular employment programme that you have been referred to, without good reason
- do not take the opportunity of a place on an employment programme or training scheme, without good reason

- refuse or fail to apply for, or accept, a place on such a programme or scheme notified to you by your Adviser, without good reason
- fail to attend or give up a place on such a programme or scheme, without good reason, or
- through your own misconduct, lose a place on such a programme or scheme.

The number of weeks your Jobseeker's Allowance payments will be stopped for will depend on how many times you have not met your requirements in the previous 12 months.

### If we make a decision about your benefit

If there is a disagreement about your Jobseeker's Agreement, you can ask for this to be reviewed. If there is any dispute about your benefit, your case may be sent to a decision maker, which could result in the loss of your Jobseeker's Allowance. If this happens you will be told. If you are not satisfied with the decision you can ask for it to be explained or reconsidered. If you are still unhappy with the outcome you have the right to appeal.

## Universal Jobmatch

Find a job using the Universal Jobmatch service and match your CV and skills to jobs posted by companies. To access Universal Jobmatch, visit **[www.gov.uk/jobsearch](http://www.gov.uk/jobsearch)**

### Other ways to look for work

You can also search for jobs by calling Jobcentre Plus on **0845 606 0234** Monday to Friday 8am to 6pm to find out what jobs are available.

There is a textphone service for people who find it hard to speak or hear clearly on **0845 605 5255**. Textphones do not accept text messages from mobile phones.

## Attending the Jobcentre

Remember - to get Jobseeker's Allowance you must come to the Jobcentre each time we tell you to. When you attend you will need to show what you have done to find work.

You should keep a record of what you have done to look for work, and bring it with you each time you come to the Jobcentre.

We will ask you to sign declarations that you:

- are available for employment
- are actively seeking employment
- have told us about any changes in your circumstances, and
- have reported anything which may affect your claim.

The back of this booklet tells you when and where to attend to sign your declarations or, if you are a postal claimant, when to sign and return your declarations.

**Please bring this booklet with you every time you come to see us. If you don't, you may be delayed while an adviser confirms your details.**

You can look for work, find benefit information and make a claim without having to phone or visit the Jobcentre. Visit **[www.gov.uk](http://www.gov.uk)** to find out more.

## Changes you **must** tell us about

You must tell us **immediately** if your circumstances change, for example if you or your partner:

- do any paid, unpaid or voluntary work
- get a job or become self employed
- start living with someone, get married, form or dissolve a civil partnership, or separate
- get a place on a training programme or start full or part time education
- get a personal pension or a pension from a previous employer
- change your address or are going away from home, even if it is for a day
- are involved in a trade dispute
- change your account for your benefit payments
- are ill or have to take care of someone or cannot take a job for any other reason
- have a child that leaves school
- have someone come to live in your house or someone who was living in your house leaves, or
- change the amount of savings you have.

If the person you are claiming Jobseeker's Allowance for gets a job or goes into hospital or a nursing home, **you must tell us immediately.**

**Help** - if you are not sure whether a change may affect your benefit, contact us using the phone number on the front of this booklet.

## About your benefit

### How is Jobseeker's Allowance paid?

Jobseeker's Allowance is usually paid fortnightly in arrears by direct payment into a bank, building society or Post Office account.

Your first payment may take a little longer whilst your claim is being assessed.

**Important - you must tell us immediately if you change your account.**

### Tax

Jobseeker's Allowance is taken into account for tax purposes but we do not deduct tax from your payments.

Any tax refund due to you will be paid when you stop claiming Jobseeker's Allowance or at the end of the tax year, whichever comes first.

### National Insurance contributions

Unless you are told otherwise, National Insurance contributions will be credited to you while you continue to satisfy the Jobseeker's Allowance entitlement conditions.

## Stopping your claim

When you wish to stop your claim to Jobseeker's Allowance, you need to tell us about it. We will then send you any outstanding Jobseeker's Allowance and tax refund that you may be entitled to, and your P45.

- If you are starting work, go to **part 1**
- If you are starting full-time training, go to **part 2**
- If you are stopping your claim for any other reason, go to **part 3**.

## Part 1 Starting work

### Important

If you are starting work of less than 16 hours a week (or less than 24 hours a week if you are part of a joint claim), please call the phone number **on the front of this booklet**.

If you have started work of 16 hours or more a week (or 24 hours or more a week if you are part of a joint claim), call us on:

If you have been claiming Jobseeker's Allowance as part of a joint claim, and you start work of 24 hours a week or more, your partner may still be able to claim. Ask your Jobcentre for advice.

If you are unable to phone us for any reason you can tell us your employment details on the next page and hand this booklet in at your Jobcentre.

## Part 1 Starting work

### I am starting work on:

Day:

Date:

Do you expect your job to last  
5 weeks or longer?

Yes ☐ No ☐

My job title is:

The name and address of my employer is:

Postcode									
Telephone									

Did you find your job through  
a private recruitment agency?

Yes ☐ No ☐

The agency's name and address is:

Postcode									
Telephone									

Please note that we may contact your employer or agency to  
confirm the date you started work.

**Important - now go to Part 4.**



## Part 2 Starting full-time training

**Important** - tell us before filling in this booklet if you are starting part-time training.

I am starting full-time training on:

Day:  Date:

The course was arranged by (Please state which Jobcentre):

If you have been claiming Jobseeker's Allowance as part of a joint claim, and you start full-time training, your partner may still be able to claim. Ask your Jobcentre for advice.

**Important - now go to Part 4.**

## Part 3 Any other reason

If you are stopping your claim for any other reason, please explain below:

**Important - now go to Part 4.**

## Part 4 Declaration

**I want the last day of my claim to Jobseeker's Allowance to be:**

Day:

Date:

**Please read this carefully before signing the declaration**

**I declare that** since I made my claim or last provided a signed declaration (if later), unless I have told you otherwise:

- there has been no change in circumstances which might affect the award of Jobseeker's Allowance, or the amount payable
- I have been available for employment, or have satisfied the rules for being treated as available for employment\*, and
- I have been actively seeking employment to the extent necessary to give me the best prospects of securing employment, or have satisfied the rules to be treated as available for employment.

**I also declare that** since I made my claim or last provided a signed declaration (if later):

- I have done no work, paid or unpaid, unless I have told you otherwise
- I have reported any changes in the circumstances of my dependants, if I claim Jobseeker's Allowance for them, and
- the information I have given is correct and complete.

## Part 4 Declaration

### If my declarations include a period in advance:

- I have no offer of work for the advance period
- I will continue to seek and accept any offer of work\*, and
- I will tell the Jobcentre at once if I get work in the advance period, or about any change I am required to report.

\* A member of a joint claim couple who is excused from being required to be available for employment and to actively seek employment does not have to make a declaration to this effect.

I understand that if I knowingly give information that is incorrect or incomplete, I may be liable to prosecution and other action.

Signed:

Date:

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Now please return this booklet to your Jobcentre.

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Please do not write below this line. **For Jobcentre use only**

LMS updated

Initials

Date

JSAPS updated

Initials

Date

Signature checked

Initials

Date

# Attendance arrangements

Please bring this booklet every time you come to see us

Attendance point

Cycle

Title

Surname

Initials

National Insurance  
Number

Your personal adviser is:

Please attend to sign your declarations (if you are a postal claimant, complete, sign and return your declarations) on:

Date

Time

**And again on:**

Date

Time

**Then every week / every second week on:**

Day

Time

Please attend at this address:

If you cannot attend at the time and on the days shown:

- you may lose your Jobseeker's Allowance, or
- any payment due may be delayed.

**Contact us immediately on 0845 604 3719 if you cannot attend.**