

ADM Chapter B1: Payment of UC, PIP, ESA and JSA

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Introduction B1001

Introduction

B1001 This Chapter gives guidance on when and how payments of

1. UC
2. PIP
3. new style ESA (hereafter referred to as ESA)
4. new style JSA (hereafter referred to as JSA)

are made.

Note 1: ADM M5021 contains guidance on the meaning of new style ESA and new style JSA.

Note 2: DMG Chapter 08 contains guidance on when and how payments are made for benefits other than those listed above.

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PIP

B1002 This guidance applies to payments of PIP made from and including 8.4.13¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 1\(2\)](#)

UC, ESA and JSA

B1003 This guidance applies to payments of

1. UC

2. ESA

3. JSA

made from and including 29.4.13¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 1\(3\)](#)

When UC, PIP, ESA and JSA payments are made B1004

B1004 Subject to B1005 to B1173, UC, PIP, ESA and JSA must be paid in accordance with an award as soon as reasonably practicable after the award has been made¹.

[1 UC, PIP, JSA & ESA \(C&P\) Regs. reg 45](#)

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Direct credit transfer

B1005 Payments of UC, PIP, ESA or JSA are paid by DCT into a bank or other account nominated by¹

1. the person entitled to the benefit **or**

2. a person acting on their behalf under specified legislation² (see Part 5 of the [Agents, appointees, attorneys, deputies and third parties: staff guide](#)) **or**

3. a person referred to in specified legislation³ (eg. persons appointed to act under mental capacity law – see Parts 2, 3 and 4 of the [Agents, appointees, attorneys, deputies and third parties: staff guide](#)).

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 46\(1\)](#); 2 [reg 57\(1\)](#); 3 [reg 57\(2\)](#)

HM Government Payment Exception Service

B1006 HM Government Payment Exception Service (HMGPES) is an alternative short-term payment method available in exceptional circumstances to pay benefits to customers who are unable to be paid by any other method. [See operational guidance for further details.](#)

B1007

ESA and JSA payments

B1008 ESA and JSA payments are to be paid by DCT within 7 days of the last day of each successive period of entitlement¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 46\(2\)](#)

Example 1

Robin is in receipt of ESA. He is entitled to a payment for the period from 8 November to 21 November. That payment should be credited to Robin's bank account within 7 days of 21 November. Robin's next payment for the period from 22 November to 5 December should be credited to his bank account within 7 days of 5 December.

Example 2

Lisa is in receipt of JSA. She is entitled to a payment for the period from 10 July to 23 July. That payment should be credited to Lisa's bank account within 7 days of 23 July. Lisa's next payment for the period from 24 July to 6 August should be credited to her bank account within 7 days of 6 August.

Payment of benefit arrears by instalments

B1009 In general, options for making payment of benefit arrears are

1. pay the arrears as a lump sum **or**
2. with the claimant's consent, pay the whole amount to a third party

B1010 A further option is available which offers claimants payment of arrears by instalments if they would prefer to receive the money they are owed in this way, rather than be paid as a lump sum, when

1. the DM believes it is necessary to protect the interests of the claimant **and**
2. the claimant gives their consent¹.

Note: This option only applies to arrears of delayed payments for past periods and not for on-time payments of current entitlements.

1 [C&P Regs 2013, reg 47\(6A\), 48\(4\), 51\(4A\) & 52\(2A\)](#)

B1011 A specialist team, Advanced Customer Support Team, will consider whether it is in the best interests of the claimant to stagger payments of arrears considering the individual circumstances of the claimant.

Note: Both the claimant and the DM must agree it is in the claimant's best interests (see B1010).

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Period and timing of UC payments

B1021 [\[See memo ADM 26/17\]](#) [\[See memo ADM 5/18\]](#) Except where the DM arranges otherwise, UC is payable monthly in arrears in respect of each assessment period¹.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 47\(1\)](#)

B1022 UC is to be paid by DCT within 7 days of the last day of the assessment period. However, if it is not possible to do so, it must be paid as soon as reasonably practicable afterwards¹.

Note 1: Operational guidance on the limited circumstances when a claimant may be paid UC other than monthly is available.

Note 2: ADM Chapter E2 contains further guidance on assessment periods for UC.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 47\(2\)](#)

Example

Ian is entitled to a UC payment for the monthly assessment period from 2 October to 1 November. That payment should be credited to his bank account within 7 days of 1 November.

Payments of UC at other times

B1023 The DM may make UC payments by DCT and other than in accordance with B1022, if it appears appropriate to do so for the purpose of

1. paying any arrears of benefit **or**

2. making a payment in respect of a terminal period of an award (see B1027 for guidance on when this arises) **or**

3. for any similar purpose¹.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 47\(3\)](#)

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Nomination of bank or other account

B1024 UC joint claimants may nominate a bank or other account into which that benefit is to be paid¹. Where they have not done so, the DM may nominate a bank or other account on their behalf².

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 47\(4\)](#); 2 [reg 47\(5\)](#)

Which member of the couple may receive UC payments

B1025 UC payments made to joint claimants may be paid wholly to only one member of the couple, if the DM considers it to be in the interests of¹

1. the claimants **or**
2. a child² or a qualifying young person³ for whom the claimant or their partner or both are responsible **or**
3. a severely disabled person, where the claimant's UC award includes, by virtue of specified legislation⁴, an amount in respect of the fact that a claimant has regular and substantial caring responsibilities for that severely disabled person.

Note 1: Operational guidance on deciding which member of a couple may receive payments of UC is available.

Note 2: ADM Chapter F1 contains further guidance on being responsible for a child or qualifying young person.

Note 3: ADM Chapter F6 contains further guidance on the meaning of a severely disabled person and regular and substantial caring responsibilities.

1 [SS A Act 92, s 5\(3B\)](#); [UC, PIP, JSA & ESA \(C&P\) Regs, reg 47\(6\)](#); 2 [WR Act 12, s 40](#); 3 [UC Regs, reg 5](#);

4 [UC Regs, reg 29](#)

Splitting UC payments between the couple

B1026 UC payments made to joint claimants may be split between the couple, in such a proportion as the DM sees fit, if it is in the interests of¹

1. the claimants **or**

2. a child² or a qualifying young person³ for whom the claimant or their partner or both are responsible **or**

3. a severely disabled person, where the claimant's UC award includes, by virtue of specified legislation⁴, an amount in respect of the fact that a claimant has regular and substantial caring responsibilities for that severely disabled person.

Note: Operational guidance on the splitting of UC payments between the couple is available.

1 [SS A Act 92, s 5\(3B\); UC, PIP, JSA & ESA \(C&P\) Regs, reg 47\(6\)](#); 2 [WR Act 12, s 40](#); 3 [UC Regs, reg 5](#);

4 [UC Regs, reg 29](#)

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Period of PIP payments

B1041 Subject to B1042 to B1043 and B1047, PIP is payable at intervals of 4 weeks in arrears¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 48\(1\)](#)

Claimant suffering from a terminal illness

B1042 [[See Memo ADM 08-22](#)] Where a claimant is suffering from a terminal illness and has been awarded PIP under relevant legislation¹, the DM may arrange for it to be paid at intervals of one week in advance².

Note: ADM Chapter P2 contains further guidance on terminally ill claimants.

1 [WR Act 12, s 82](#); 2 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 48\(2\)](#)

Amount of PIP less than £5.00 a week

B1043 Where the amount of PIP payable is less than £5.00 a week, the DM may arrange for it to be paid in arrears at intervals not exceeding 12 months¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 48\(3\)](#)

PIP pay day

B1044 Subject to B1045 to B1046, PIP is payable on the day of the week on which the DM makes a

decision to award that benefit. However, where the decision to award PIP is made on a Saturday or Sunday, the benefit is to be paid on such day of the week as the DM may direct in any case¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 49\(1\)](#)

Payments of PIP at a daily rate

B1045 Where there is a change in the day on which PIP is payable, it must be paid at a daily rate of 1/7th of the weekly rate in respect of any of the days for which payment would have been made but for that change¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 49\(3\)](#)

B1046 Where

1. the amount of PIP payable changes **or**

2. entitlement to PIP ends

and these events do not occur on the day of the week referred to in B1044, PIP will be paid at a daily rate of 1/7th of the weekly rate¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 49\(4\)](#)

Payments of PIP at a daily rate between periods in hospital or other accommodation

B1047 For any day falling within a period to which specified legislation¹ applies, PIP is payable at a daily rate (which is equal to 1/7th of the weekly rate) and is to be paid weekly or as the DM may otherwise direct².

Note: ADM Chapter P4 contains further guidance on payments of PIP in these circumstances.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 50\(2\)](#); 2 [reg 50\(1\)](#)

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Period and timing of ESA payments

B1061 Subject to B1063 to B1068, ESA is paid by DCT fortnightly in arrears on the day determined in accordance with B1062¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(1\)](#)

ESA pay day

B1062 The day specified for the purposes of B1061 is determined by the last 2 digits of the claimant's NINO as shown in the following table¹.

NINO - last 2 digits	ESA pay day
00 to 19	Monday
20 to 39	Tuesday
40 to 59	Wednesday
60 to 79	Thursday
80 to 99	Friday

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(2\)](#)

Example

Ronnie's NINO is WK071016B. His ESA payday is Monday.

Change to ESA payment period

B1063 In certain circumstances, the DM may arrange for the claimant to be paid ESA otherwise than fortnightly¹.

Note: Operational guidance on the circumstances when a claimant may be paid ESA other than fortnightly is available.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(3\)](#)

Payments of ESA at other times

B1064 The DM may make a payment of ESA by DCT and other than as in B1061, if it appears appropriate to do so for the purpose of

- 1.** paying any arrears of benefit **or**
- 2.** making a payment in respect of a terminal period of an award **or**
- 3.** for any similar purpose¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(4\)](#)

Change to ESA pay day

B1065 The DM may, in any particular case or class of case, arrange that ESA is paid on any day of the

week. Where the day on which ESA is payable is changed, it must be paid at a daily rate of 1/7th of the weekly rate for any days for which payment would have been made, but for that change¹.

Note: Operational guidance on the payment of ESA on any day of the week is available.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(5\)](#)

Payments of ESA less than £1.00 a week

B1066 Where the weekly amount of ESA is less than £1.00 it may be paid in arrears at intervals of not more than 13 weeks¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(6\)](#)

Payments of ESA less than 10 pence a week

B1067 Where the weekly amount of ESA is less than 10 pence, that allowance is not payable¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(7\)](#)

Payments of ESA affected by office closure

B1068 Where ESA is normally paid in arrears and payment would be affected by office closure, the DM may decide to make the payment, for that benefit week, on any day either

1. wholly in advance **or**

2. partly in advance and partly in arrears¹

in which case, it will for any other purposes, be treated as if it were paid in arrears².

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(8\)](#); 2 [reg 51\(9\)](#)

Definition of “benefit week”

B1069 For the purpose of B1068, benefit week means a period of 7 days beginning or ending with such day as the DM may direct¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(10\)](#)

Definition of “office closure”

B1070 For the purposes of B1068, office closure means a period during which an appropriate office is closed in connection with a public holiday¹.

Note: ADM Chapter A2 contains further guidance on the meaning of appropriate office.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(11\)](#)

Definition of “public holiday”

B1071 For the purposes of B1070, public holiday means¹

1. in England and Wales

1.1 Christmas Day **or**

1.2 Good Friday **or**

1.3 a Bank Holiday under specified legislation²**or**

2. in Scotland

2.1 a Bank Holiday under specified legislation³**or**

2.2 a local holiday.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 51\(12\)](#); ² [Banking & Financial Dealings Act 1971 s 1 & Sch 1](#);

³ [Banking & Financial Dealings Act 1971 s 1 & Sch 1](#)

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Period of JSA payments

B1101 Unless the DM arranges otherwise and subject to B1102 to B1105, JSA is paid fortnightly in arrears¹.

Note: Operational guidance on the circumstances when a claimant may be paid JSA other than fortnightly in arrears is available.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(1\)](#)

Payments of JSA at other times

B1102 The DM may make a payment of JSA by DCT and other than as in B1101, if it appears appropriate to do so for the purpose of

1. paying any arrears of benefit **or**
2. making a payment in respect of a terminal period of an award **or**

3. for any similar purpose¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(2\)](#)

Payments of JSA less than £1.00 a week

B1103 Where the amount of JSA is less than £1.00 a week, the DM may direct that it is to be paid at intervals not exceeding 13 weeks¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(3\)](#)

Payments of JSA less than 10 pence a week

B1104 Where the weekly entitlement of JSA is less than 10 pence a week, that allowance is not payable¹.

1 [JSA Regs 13, reg 52](#)

Payments of JSA affected by office closure

B1105 Where JSA is normally paid in arrears and payment would be affected by office closure, the DM may decide to make the payment, for that benefit week, on any day either

1. wholly in advance **or**

2. partly in advance and partly in arrears¹

in which case, it will for any other purposes, be treated as if it were paid in arrears².

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(4\)](#); 2 [reg 52\(5\)](#)

Definition of “benefit week”

B1106 For the purpose of B1105, benefit week means¹ a period of 7 days ending with a day which is determined by the last 2 digits of the claimant’s NINO as shown in the following table².

NINO - last 2 digits	JSA pay day
00 to 19	Monday
20 to 39	Tuesday
40 to 59	Wednesday

60 to 79	Thursday
80 to 99	Friday

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(6\)](#); 2 [JSA Regs 13, reg 2\(2\)](#)

Example

Julie's NINO is NM231142A. Her JSA pay day is Wednesday.

Definition of “office closure”

B1107 For the purposes of B1105, office closure means a period during which an appropriate office is closed in connection with a public holiday¹.

Note: ADM Chapter A2 contains further guidance on the meaning of appropriate office.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(7\)](#)

Definition of “public holiday”

B1108 For the purposes of B1107, public holiday means¹

1. in England and Wales

1.1 Christmas Day **or**

1.2 Good Friday **or**

1.3 a Bank Holiday under specified legislation²**or**

2. in Scotland

2.1 a Bank Holiday under specified legislation³ **or**

2.2 a local holiday.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 52\(8\)](#); 2 [Banking & Financial Dealings Act 1971 s 1 & Sch 1](#);

3 [Banking & Financial Dealings Act 1971 s 1 & Sch 1](#)

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Fractional amounts of UC, PIP, JSA and ESA B1121

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B1121 Where, at the end of a calculation, an amount of UC, PIP, JSA or ESA which is payable includes a fraction of a penny, that fraction is to be disregarded if it is less than half a penny. If it is half a penny or more it is treated as a penny¹.

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 53](#)

Payments of UC, PIP, JSA and ESA to claimants under age 18 B1122 - B1130

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B1122 Where UC, PIP, JSA or ESA is paid by DCT or by some other means, to a claimant under the age of 18, this is sufficient to discharge the DM's liability to make payment¹.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 54](#)

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General

B1131 Subject to B1134, a claimant's right to a payment of benefit ends if they do not obtain payment within 12 months of the date that right to payment arose¹. This rule also applies to a person²

1. appointed under specified legislation³ (see Part 5 of the [Agents, appointees, attorneys, deputies and third parties: staff guide](#)) **or**

2. referred to in specified legislation⁴ (eg. persons appointed to act under mental capacity law - see Parts 2, 3 and 4 of the Agents, Appointees, Attorneys and Deputies Guide).

1 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 55\(1\)](#); 2 [reg 55\(5\)](#); 3 [reg 57\(1\)](#); 4 [reg 57\(2\)](#)

Right to payment - start of the 12 month period

B1132 A right to payment will arise where

1. a sum has been calculated¹**and**

2. notice is given or sent that the sum is ready for collection, on the date of that notice or, if more than one notice date is given or sent, the date of the first such notice (see also B1133) **and**

3. the DM has arranged for the sum to be paid by DCT on the due date for payment, or in the case of UC, the date of payment **or**

4. if neither **2.** or **3.** applies, on such date as the DM determines².

1 [R\(U\) 1/02](#); 2 [UC, PIP, JSA & ESA \(C&P\) Regs, reg 55\(2\)](#)

B1133 Giving or sending a notice as in B1132 **2.** is effective even where the sum contained in the notice is more or less than the sum which the person has the right to receive¹.

Right to payment - extension of the 12 month period

B1134 Where a question arises as to whether the right to payment of any benefit has been extinguished and the DM is satisfied that

- 1.** he first received written notice requesting payment of that sum after the expiration of 12 months from the date on which the right is to be treated as having arisen **and**
- 2.** from a day within that period of 12 months and continuing until the day the written notice was given, there was good cause for not giving the notice **and**
- 3.** no payment has been made by DCT

the period of 12 months is to be extended to the date on which the DM decides that question¹. This means that a new 12 month period starts on that date.

Note: DMG Chapter 02 contains further guidance on good cause.

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Payment after claimant's death B1151 - B1170

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[Definition of "next of kin" B1157 - B1170](#)

B1151 Subject to B1155 and B1156, where a person dies after making a claim for benefit, the DM may pay or distribute any benefit payable (subject to B1131 to B1134) to or amongst persons over the age of 16, appointed by the DM, who are

1. personal representatives **or**
2. legatees **or**
3. next of kin **or**
4. creditors

of the deceased¹.

Note: ADM Chapter A2 contains further guidance on the appointment of persons to act in the event of a claimant's death.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(2\)](#)

B1152 Where

1. a deceased person had not obtained payment at the date of death **and**
2. right to payment was not extinguished

any sum payable may be paid or distributed as in B1151. Where the rules as in B1131 to B1134 apply, the period of 12 months is calculated from the date on which right to payment of any sum is treated as having arisen in relation to any person described in B1151¹.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(3\)](#)

B1153 Payment made by DCT or by some other means, to any person mentioned in B1151 is sufficient to discharge the DM's liability to make payment¹.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(4\)](#)

B1154 Where the DM is satisfied that benefit payable in accordance with B1151 or B1152, or any part of it, is needed for the well-being of a person under the age of 16, the DM can pay that sum, or part of it, to a person over the age of 16, provided he is satisfied that that person will use it for the well-being of the person who is under the age of 16¹.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(5\)](#)

B1155 B1151 and B1152 do not apply unless written application for payment of any sum is made to the DM within 12 months from the date of the deceased's death or within such longer period as the DM may allow in a particular case¹.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(6\)](#)

B1156 The DM does not require strict proof of title of any person listed in B1151¹.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(7\)](#)

Definition of “next of kin”

B1157 For the purposes of B1151, next of kin means¹

1. in England and Wales

1.1 the persons who would take beneficially on an intestacy **and**

2. in Scotland

2.1 the persons entitled to the moveable estate of the deceased on intestacy.

[1 UC, PIP, JSA & ESA \(C&P\) Regs, reg 56\(8\)](#)

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Person unable to act B1171

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[Person acting on claimant's behalf B1171](#)

Person acting on claimant's behalf

B1171 Where a person has been appointed to act on the claimant's behalf and a payment is made by DCT to that person, this is sufficient to discharge the DM's liability to make payment¹.

Note: ADM Chapter A2 and the [Agents, appointees, attorneys, deputies and third parties: staff guide](#) contain further guidance on persons appointed to act on a claimant's behalf.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 57\(7\)](#)

Payment to another person on the claimant's behalf B1172 - B1999

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UC

B1172 The DM may direct that UC be paid either wholly or in part, to another person on the claimant's behalf, if it is considered necessary to protect the interests of¹

1. the claimant **or**

2. their partner **or**

3. a child² or qualifying young person³ for whom the claimant or their partner or both are responsible for **or**

4. a severely disabled person, where the claimant's UC award includes, by virtue of specified legislation⁴, an amount in respect of the fact that the claimant has regular and substantial caring responsibilities for that severely disabled person.

Note 1: ADM Chapter F1 contains further guidance on being responsible for a child or qualifying young person.

Note 2: ADM Chapter F6 contains further guidance on the meaning of a severely disabled person and regular and substantial caring responsibilities.

¹ [UC, PIP, JSA & ESA \(C&P\) Regs, reg 58\(1\)](#); ² [WR Act 12, s 40](#); ³ [UC Regs, reg 5](#); ⁴ [UC Regs, reg 29](#)

PIP

B1173 PIP may be paid wholly to another person on the claimant's behalf if it appears necessary to protect the claimant's interests¹.

Note: Operational guidance on when this may apply is available.

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