

# Chapter 05 - Work-focused interviews and Work-related activity

## Introduction

- 05000 Wfls were first introduced in 2000. There are two main strands: Wfls for lone parents and Wfls where the claim is made at a Jobcentre Plus office or a former ONE office. Work-related activity for lone parents was introduced in April 2014 – see DMG 05801 et seq.
- 05001 Guidance on Wfls for lone parents starts at DMG 05005 and guidance on the ONE/Jobcentre Plus schemes starts at DMG 05300. Guidance on final year quarterly interviews for lone parents starts at 05600. Changes were introduced in April 2014 to both Wfls for lone parents and where the claim is made at a Jobcentre Plus office – see DMG 05102 et seq.
- 05002 A more intensive scheme of Wfls in relation to IB, SDA and IS (paid on the basis of incapacity for work) was introduced in certain parts of the country in October 2003 and further areas since then. From 29.12.06 this scheme started to ‘roll out’ across GB. From 15.12.08 the requirement for claimants who are incapable of work to take part in a Wfl was brought as close as possible to that for ESA claimants. Guidance on this Pathways to Work scheme starts at DMG 05700. Guidance on the Wfl scheme for ESA claimants is in DMG Chapter 53.
- 05003 Wfls for partners were introduced in April 2004. Guidance on this starts at DMG 05500.
- 05004



# Work-focused interviews for lone parents

## Introduction

- 05005 The schemes for Wfls for lone parents have divided lone parents into two groups. Firstly “new cases” where a lone parent claims IS on or after 30.4.01 (30.10.00 if they lived in a pilot area listed in Annex 1). Secondly “existing cases” where the lone parent was in receipt of IS at certain times specified in Regulations. With existing cases the requirement for interview was gradually introduced depending upon the age of the lone parent's youngest child.
- 05006 From 24.11.08, claimants entitled to IS solely on the grounds that they are a lone parent are required to take part in a Wfl at quarterly intervals during their final year of entitlement to IS<sup>1</sup>. This change is being phased in for new and existing IS claimants. See DMG 05600 et seq for further guidance.

*1 SS (Wfl for lone parents) Regs, reg 2ZA*

05007 - 05009

## Definitions

- 05010 An “officer” means<sup>1</sup> an officer of, or providing services to, the Secretary of State.

*1 SS (Wfl for lone parents) Regs, reg 1(4)*

- 05011 “Lone parent” means<sup>1</sup> a person who has no partner and who is

1. responsible for **and**
2. a member of the same household as

a child or young person.

**Note:** See DMG Chapter 20 for guidance on the “lone parent” prescribed category of persons.

*1 SS (Wfl for lone parents) Regs, reg 1(4) & IS (Gen) Regs, reg 2(1)*

- 05012 A lone parent is treated as responsible for, and a member of the same household as, a child aged under one in accordance with IS legislation<sup>1</sup> - [see DMG 22031 et seq.](#)

*1 IS (Gen) Regs, reg 15 & 16; SS (Wfl for lone parents) Regs, reg 1(6)*

- 05013 See DMG Chapter 75 for guidance about pensionable age.

05014



# Who is required to take part in an interview

## New cases

05015 Lone parents who

1. live in
  - 1.1 from 30.10.00 an area listed in Annex 1 **or**
  - 1.2 from 30.4.01 any part of the country other than those listed in Annex 1**and**
2. make a claim for IS

are required to take part in a Wfl<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(a) & (b)(i)*

05016 - 05019

## Existing cases

05020 Lone parents already entitled to IS were required to take part in a Wfl as a condition of continuing entitlement to IS from the following dates as set out in DMG 05021 - 05026.

05021 From **30.4.01** lone parents who were<sup>1</sup>

1. entitled to IS on 30.4.01 **and**
2. not responsible for and living with a child under 13 years of age

were required to take part in a Wfl.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(b)(ii)*

05022 Where a lone parent was

1. entitled to IS on 30.4.01 **and**
2. between **1.5.01** and **31.3.02** their youngest child (for whom they are responsible and whom they live with) reached the age of 13

the requirement to take part in a Wfl applied from the date of the child's 13<sup>th</sup> birthday<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(d)*

05023 From **1.4.02** lone parents who<sup>1</sup>

1. were entitled to IS on 1.4.02
2. were not responsible for and living with a child under the age of 9

were required to take part in a Wfl.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(c)*

05024 Where a lone parent was

1. entitled to IS on **1.4.02 and**
2. between **2.4.02 and 6.4.03** their youngest child (for whom they are responsible and whom they live with) reached the age of 9

the requirement for a Wfl applied from the date of the child's 9th birthday<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(e)*

05025 From **7.4.03** lone parents who<sup>1</sup>

1. were entitled to IS on 7.4.03 **and**
2. were not responsible for or living with a child younger than 5 years and 3 months

were required to take part in a Wfl.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(f)*

05026 From **5.4.04** lone parents who<sup>1</sup>

1. were entitled to IS on 5.4.04 **and**
2. responsible for and living with a child

were required to take part in a Wfl.

*1 SS (Wfl for lone parents) Regs, reg 1(3)(g)*

**Note:** This means that, from 5.4.04 all lone parents who were entitled to IS (i.e. all existing cases) with a child under 16 are subject to the requirement to attend a Wfl.

05027 - 05029

## Lone parents - child aged under 7

05030 Where a lone parent

1. is entitled to IS<sup>1</sup> **and**
2. is in the lone parent prescribed category of person ([see DMG 20082 et seq](#)), that is, their only or youngest child is aged under 7

they are required to take part in a Wfl as in DMG 05031 or 05035<sup>1</sup>.

**Note 1:** see DMG 05041 where the child is aged under one.

**Note 2:** See DMG 05600 et seq where the child is aged 4, 5 or 6.

*1 SS (Wfl for lone parents) Regs, reg 2(1);  
IS (Gen) Regs, Sch 1B, para 1*

### Initial interview

05031 Where a lone parent as in DMG 05030 has not taken part or been required to take part in a Wfl<sup>1</sup>, the requirement to take part in a Wfl arises as soon as practicable after entitlement to IS has been established<sup>2</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2(2); 2 reg 2C(1)*

05032 For the purposes of DMG 05031, where an officer waives the requirement to take part in a Wfl ([see DMG 05061](#)), the lone parent is regarded as not having taken part or been required to take part in a Wfl<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2(5)*

05033 - 05034

### Subsequent interviews

05035 Where a lone parent as in DMG 05030 has

1. taken part **or**
2. failed to take part **or**
3. been treated as having taken part

in a Wfl, the requirement to take part in an Wfl arises every six months after the date they last took part, failed to take part or were treated as taking part in a Wfl<sup>1</sup>. But see DMG 05040 - 05041 for exemptions.

*1 SS (Wfl for lone parents) Regs, reg 2(3) & (4)*

05036 - 05039

## Exemptions

05040 A lone parent as in DMG 05030 does not have to take part in a Wfl if they are<sup>1</sup>

1. pensionable age **or**
2. under 18 years of age **or**
3. already subject to a requirement to take part in a Wfl under the ONE service, or one of the Jobcentre Plus schemes or the IB Pathways to Work scheme.

*1 SS (Wfl for lone parents) Regs, reg 4(1)*

05041 The requirement to take part in a Wfl in DMG 05030 does not apply if the lone parent is treated as responsible for and a member of the same household as a child under the age of one<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 4(1A)*

05042 - 05044



## Lone parents - child aged 7 or over

05045 Where the claimant

1. is a lone parent other than as in DMG 05030 **2. and**
2. is entitled to IS

they are required to take part in a Wfl as in DMG 05046 - 05048<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2ZB(1) & (2)*

### Initial interview

05046 Where a lone parent as in DMG 05045 has not taken part or been required to take part in a Wfl<sup>1</sup>, the requirement to take part in a Wfl arises as soon as practicable after entitlement to IS has been established<sup>2</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2ZB(2)(a) & (3); 2 reg 2C(1)*

### Subsequent interviews

05047 Where a lone parent as in DMG 05045

1. has taken part in a Wfl **or**
2. would have taken part in a Wfl but for the requirement being deferred or waived

they are required to take part in a Wfl as in DMG 05048<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2ZB(2)(b)*

05048 Where DMG 05047 applies, the lone parent is required to take part in a Wfl when<sup>1</sup>

1. entitlement to CA ends but entitlement to IS continues **or**
2. the lone parent begins or finishes part-time work **or**
3. education or training arranged by an officer comes to an end **or**
4. the lone parent reaches age 18 and has not previously taken part in a Wfl **or**
5. the lone parent has not been required to take part in a Wfl for at least 36 months.

*1 SS (Wfl for lone parents) Regs, reg 2ZB(4)-(6)*

05049

## Exemptions

05050 A lone parent does not have to take part in a Wfl as in DMG 05045 if they are<sup>1</sup>

1. pensionable age **or**
2. under 18 years of age **or**
3. already subject to a requirement to take part in a Wfl under the ONE service, or one of the Jobcentre Plus schemes or the IB Pathways to Work scheme.

*1 SS (Wfl for lone parents) Regs, reg 4(1)*

05051 - 05059

## Work-focused interviews

05060 A work-focused interview (Wfi) is<sup>1</sup> an interview with a person conducted for any or all of the following purposes

1. assessing that person's prospects for existing or future employment, (whether paid or voluntary)
2. assisting or encouraging that person to improve their prospects of such employment
3. identifying activities which that person may undertake to strengthen their existing or future prospects for employment
4. identifying current or future employment or training opportunities suitable to that person's needs
5. identifying educational opportunities connected with the existing or future employment prospects or needs of that person.

*1 SS (Wfi for Lone Parents) Regs, reg 1(4)*

## Waiving the requirement to take part

05061 A requirement to take part in a Wfi may be waived<sup>1</sup> where an officer determines that an interview would not be

1. of assistance to the person concerned **or**
2. appropriate in the circumstances.

*1 SS (Wfi for lone parents) Regs, reg 6(1)*

05062 Where the requirement to take part in an interview has been waived, the claimant is treated, for all purposes, as having taken part in the interview<sup>1</sup>.

**Note:** There is no right of appeal against a determination whether the requirement for interview is to be waived.

*1 SS (Wfi for lone parents) Regs, reg 6(2)*

## Deferring the requirement for an interview

05063 The requirement to take part in a Wfi can be deferred to a later date if the officer determines that the interview would not be

1. of assistance to the person **or**
2. appropriate in the circumstances

at that particular time<sup>1</sup>.

*1 SS (Wfi for Lone Parents) Regs, reg 5(1)*

05064 The officer should consider the person's circumstances when deciding whether it would be appropriate to defer the interview. It may be reasonable to defer the interview if the person is

- **at a time of major change** which makes it unreasonable to expect them to turn up for an interview, for example, they have just been made homeless or a lone parent has just given birth
- **emotionally distressed**, because, for example, a close relative has died or a relationship has broken down
- **too ill to attend an interview**, for example, the person is recovering from a serious illness or operation
- **likely to claim benefit only for a short period** because, for example, they are a homeless person staying in short-stay accommodation or the person is expected to start F/T work shortly.

**Note:** This list is not exhaustive. There may be other circumstances in which it would be unreasonable to expect someone to attend for interview.

05065 When an officer determines that an interview should be deferred, he shall also determine the date when the requirement to take part in an interview will apply. In the meantime the claimant is treated as having taken part in an interview until<sup>1</sup> an officer decides whether the claimant took part in the deferred interview.

**Note:** There is no right of appeal against a determination as to the deferment of the requirement for interview

*1 SS (WfI for lone parents) Regs, reg 5(2)*

05066 - 05069

## Arranging the interview

05070 The office will inform the lone parent of the place, date and time of the interview, and that date will be as soon as practicable after the requirement to take part in a WfI arises<sup>1</sup>.

*1 SS (WfI for lone parents) Regs, reg 2C(2)*

## Interview at home

05071 An officer can determine that an interview is to take place in the lone parent's home<sup>1</sup> where, in the opinion of the officer, it would be unreasonable to expect the lone parent to attend elsewhere because their personal circumstances are such that doing so would

1. cause them undue inconvenience **or**
2. endanger their health.

*1 SS (WfI for Lone Parents) Regs, reg 2C(3)*

## Taking part in the interview

### Initial interview

05072 An officer will determine whether a person has taken part in an interview<sup>1</sup>. With effect from 31.10.05 a lone parent is regarded as having taken part in an initial interview<sup>2</sup> if, and only if, that lone parent

1. attends for the interview at the place and time notified by an officer
2. participates in discussions with the officer in relation to their employability, including any action they and the officer agree is reasonable, and the lone parent (and where appropriate the officer) is willing to take in order to help enhance their employment prospects
3. provides answers to questions (where asked) and appropriate information about
  - 3.1 the level to which they have pursued any educational qualifications
  - 3.2 employment history
  - 3.3 vocational training they have undertaken
  - 3.4 skills they have acquired which will fit them for employment
  - 3.5 whether they are doing any work (paid or unpaid)
  - 3.6 any medical condition which in their opinion may affect their employment prospects
  - 3.7 caring or childcare responsibilities they may have
  - 3.8 their aspirations for future employment
  - 3.9 any vocational training or skills which they wish to undertake or acquire  
**and**
  - 3.10 their work related abilities **and**
4. assists the officer in the completion of an action plan which records the matters which arose from the discussions referred to in DMG 05072 2. above.

*1 SS (WfI for lone parents) Regs, reg 3(1); 2 reg 3(2)*

### First subsequent interview involving an action plan

05073 Where

1. a lone parent has, before 31.10.05, taken part in a WfI under the WfI for Lone Parents Regulations **and**
2. there has been no break in entitlement since that interview

the requirements for taking part in the first interview that becomes due on or after 31.10.05 (“the first subsequent interview involving an action plan”) are those set out in DMG 05074.

05074 A lone parent is to be regarded as having taken part in the first subsequent interview involving an action plan if that lone parent<sup>1</sup>

1. attends for the interview at the place and time notified by the officer
2. participates in discussions with the officer in relation to their employability, including any action they and the officer agree is reasonable and which they (and where appropriate the officer) are willing to take in order to help the lone parent enhance their employment prospects
3. participates in discussions with the officer
  - 3.1 in relation to their employability or any progress they might have made towards obtaining employment **and**
  - 3.2 in order to consider any of the programmes and support available to help them obtain employment
4. provides answers (where asked) to questions and appropriate information about
  - 4.1 the content of any report made following a personal capability assessment, insofar as that report relates to the person’s capabilities and employability **and**
  - 4.2 their opinion as to the extent to which their medical condition restricts their ability to obtain employment
5. assists the officer in the completion of an action plan which records the matters discussed in relation to sub-paragraph 2. above.

*1 SS (Wfl for lone parents) Regs, reg 3(2A)*

## **Subsequent Interviews**

05075 The requirements for taking part in any subsequent interviews after the initial interview referred to in DMG 05072 or the first interview involving an action plan referred to in DMG 05074 are set out in DMG 05076 below.

05076 A lone parent is to be regarded as having taken part in any subsequent interview if that lone parent<sup>1</sup>

1. attends for the interview at the time and place notified by the officer
2. participates in discussions with the officer
  - 2.1 in relation to their employability or any progress they might have made towards obtaining employment

- 2.2 about any action they or the officer might have taken as a result of matters discussed in relation to DMG 05072 **2.** or DMG 05074 **2.** above
- 2.3 about how, if at all, the action plan referred to in DMG 05072 **4.** or DMG 05074 **5.** should be amended
- 2.4 in order to consider any of the programmes and support available to help the lone parent obtain employment
- 3. provides answers (where asked) to questions and appropriate information about
  - 3.1 the content of any report made following his personal capability assessment insofar as that report relates to their capabilities and employability **and**
  - 3.2 their opinion as to the extent to which their medical condition restricts their ability to obtain employment **and**
- 4. assists the officer in the completion of any amendment to the action plan referred to in DMG 05072 **4.** or DMG 05074 **5.** above in the light of the matters discussed in relation to sub-paragraph **2.** above or the information provided in relation to sub-paragraph **3.** above.

*1 SS (WfI for lone parents) Regs, reg 3(2B)*

05077 - 05079





## Failure to take part in an interview

05080 Where a lone parent who has been notified of the time and place of an interview

1. does not take part in an interview when required to do so **and**
2. does not show good cause for failing to take part in the interview within five working days following the date appointed for the interview (but see DMG 05096)

an officer will make a decision whether the claimant has failed, without good cause to take part in a Wfl.

05081 Where an officer decides that a lone parent has failed without good cause to take part in a Wfl, that lone parent's IS will be reduced by 20% of the applicable amount appropriate to a single person aged not less than 25<sup>1</sup>. IS cannot be reduced to a sum less than 10 pence per week<sup>2</sup>.

*1 SS (Wfl for Lone Parents) Regs, reg 8(1); 2 reg 8(2)*

05082 This reduction is brought into effect by means of a supersession<sup>1</sup>. The effective date is<sup>2</sup> the first day of the benefit week commencing after the date of the decision by an officer that the lone parent has failed without good cause to take part in an interview.

*1 SS CS (D&A) Regs, reg 6(2)(h)(i); 2 reg 7(25)*

05083 Any reduction will cease to have effect from whichever is the earlier of<sup>1</sup>

1. the date the lone parent attains pensionable age
2. the date the lone parent ceased to be a lone parent
3. the first day of the benefit week in which the lone parent meets the requirement to take part in an interview
4. the first day of the benefit week in which the lone parent is treated as responsible for and a member of the same household as a child aged under one.

**Note:** This cessation is brought into effect by means of supersession<sup>2</sup>. See DMG Chapter 04 for guidance on supersession.

*1 SS CS (D&A) Regs, reg 8(3); 2 reg 6(2)(h)(ii)*

05084 - 05089

## Good cause for failure to take part

05090 The following factors<sup>1</sup> should be taken into account when deciding if a person has shown good cause for failure to take part in an interview

1. the person misunderstood the requirement to take part in an interview because of learning, language or literacy difficulties

2. the person misunderstood the requirement to take part in an interview because the officer gave misleading information
3. the person was
  - 3.1 attending a medical or dental appointment **or**
  - 3.2 accompanying someone for whom they had caring responsibilities to an appointment, and it would have been unreasonable in the circumstances to rearrange the appointment
4. the person had difficulties with the normal method of transport and no reasonable alternative was available
5. the established customs and practices of the person's religion prevented them attending at the time or on the day of the interview
6. the person was attending an interview with a prospective employer
7. the person was actively pursuing opportunities for work as a S/E earner
8. a dependant, or someone for whom the person provides care suffered an accident, a sudden illness or a relapse of a physical or mental health condition
9. the person was attending the funeral of a close relative or a close friend on the day fixed for the interview
10. the person was suffering from a disability that made it impracticable for them to attend.

Other factors may also be taken into account.

*1 SS (WfI for lone parents) Regs, reg 7(5)*

05091 - 05094

## **Consequences of failure to take part**

05095 Where a DM decides that a lone parent has failed without good cause to take part in an interview the lone parent should be notified of that decision as soon as practicable.

## **New facts received**

05096 If within one month of the date on which the lone parent was notified of the decision that they have failed without good cause to take part in a WfI that lone parent

1. brings new facts to the notice of an officer which could not reasonably have been brought to an officer's notice within 5 working days of the day appointed for the interview **and**

2. those facts show good cause for the failure to take part in the interview

the time limit for showing good cause is extended to one month of the day appointed for the interview<sup>1</sup>.

*1 SS (WfI for lone parents) Regs, reg 7(2)*

05097 - 05099



## Decision-making and appeals

05100 A decision by an officer that a lone parent has failed, without good cause, to take part in a Wfl (a “relevant decision”) can be revised and superseded and carries a right of appeal to an AT<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 9*

05101 There is no right of appeal<sup>1</sup> against the supersession (referred to in DMG 05082) made to give effect to the reduction in benefit that is a consequence of a decision that a person has failed without good cause to take part in a Wfl.

*1 SS Act 98, Sch 2, para 5A*



# Work focused interviews for lone parents and work-focused interviews where the claim was made at a Jobcentre Plus Office

05102 Changes<sup>1</sup> were made in April 2014 to both schemes so that lone parents who

1. are over 18 **and**
2. have a child aged between 1 and 4 years old **and**
3. are entitled to IS solely on the basis of being a lone parent

are required to take part in one or more Wfls as a condition of their continuing entitlement to the full amount of IS.

*1 SS (WfI for lone parents) Regs, reg 2ZA; SS (JPI) Regs 02, reg 4A*

## The interview

05103 The Wfl as in DMG 05102 does not now take place at set times during the course of the award. Discretion can be used as to when an interview should take place<sup>1</sup>.

*1 SS (WfI for lone parents) Regs, reg 2C(1); SS (JPI) Reg 02, reg 5*

## Removal of the waiver provisions

05104 The provisions which enable a Wfl to be waived are removed. However interviews can be deferred until a specified date<sup>1</sup>.

**Note:** The ability to waive is only removed in relation to IS Lone Parents claiming solely on that basis.

*1 SS (WfI for lone parents) Regs, reg 6; SS (JPI) Regs 02, reg 6*

## Good cause period and notification

05105 The period within which good cause must be shown by a claimant for failing to take part in a Wfl begins on the date that they were notified of that failure<sup>1</sup>. Where this notification is sent by post it is deemed to have been received on the second working day after it was sent<sup>2</sup>.

*1 SS (WfI for lone parents) Regs, reg 7(1)(b); SS (JPI) Regs 02, reg 11(4); 2 SS (WfI for lone parents) Regs, reg 7(1A);*

## Circumstances when IS is not reduced following failure to attend a Wfl without good cause

05106 The amount of IS is not reduced<sup>1</sup> if the claimant fails without good cause to attend a Wfl and at the time a decision falls to be made in respect of the current failure

1. IS is already being paid at a reduced rate in accordance with prescribed legislation<sup>2</sup> **and**

2. IS was last reduced not more than 2 weeks before the date of the current failure.

**Note:** "Current failure" means a failure which may lead to a reduction in IS to which the Secretary of State has not yet determined.

*1 SS (WfI for lone parents) Regs, reg 7(5A) & SS (JPI) Regs 02, reg 12A:*

*2 SS (WfI for lone parents) Regs, reg 7(3) & reg 8, SS (JPI) Regs 02, reg 12(2)(c) & The Income Support (Work-related Activity) and Miscellaneous Amendment Regulations 2014, reg 8(1) & 8(2)*

## **When the reduction ceases to apply**

05107 A claimant's benefit ceases to be reduced when they satisfy a compliance condition<sup>1</sup>. A compliance condition means<sup>2</sup> a requirement to

1. take part in an interview **or**
2. undertake work-related activity

*1 SS (WfI for lone parents) Regs, reg 8(3c); SS (JPI) Regs 02, reg 12(9);*

*2 SS (WfI for lone parents) Regs, reg 8(4); SS (JPI) Regs 02, reg 12(9A);*

05108 - 05299



# ONE/Jobcentre Plus schemes

## Introduction

05300 This strand of the Wfl schemes began on 3.4.00 with the ONE pilot scheme. This was followed on 22.10.01 by a requirement for claimants living in areas covered by Jobcentre Plus pathfinder offices and Jobcentre Plus Wfl extension sites to take part in an interview. These two schemes have now been overtaken by the scheme described in DMG 05305 et seq. However where a person was affected by one of the first two schemes they continue to apply until certain events occur (see DMG 05390).

05301 Guidance on the ONE scheme was originally given in DMG Memo Vol 1 2/00 and 5/00. This guidance is now reproduced at Appendix 2. Guidance on the Jobcentre Plus pathfinder offices and Jobcentre Plus Wfl extension sites scheme was given in DMG Memo Vol 1 3/01. This guidance is reproduced at Appendix 4.

05302 - 05304



# Work-focused interviews in Jobcentre Plus

## Definitions

### Lone parent

05305 A “lone parent” is<sup>1</sup> a person who has no partner and who is responsible for and living in the same household as a child or young person.

**Note:** See DMG Chapter 20 for guidance on the “lone parent” prescribed category of persons.

*1 SS (JPI) Regs 02, reg 2(1)*

### Treated as responsible for a child aged under one

05306 A lone parent is treated as responsible for, and a member of the same household as, a child aged under one in accordance with IS legislation<sup>1</sup> - [see DMG 22031 et seq.](#)

*1 IS (Gen) Regs, reg 15 & 16; SS (JPI) Regs 02, reg 2(2A)*

### Officer

05307 An “officer” is<sup>1</sup> a person who is an officer of the Secretary of State or who is providing services to, or exercising functions of, the Secretary of State.

*1 SS (JPI) Regs 02, reg 2(1)*

### Specified person

05308 “Specified person” means<sup>1</sup>

1. a lone parent **or**
2. a person who claims
  - 2.1 IB **or**
  - 2.2 IS paid on the basis of incapacity **or**
  - 2.3 IS paid to persons who are appealing against a decision that embodies a determination that they are not incapable of work **or**
  - 2.4 SDA.

**Note:** See DMG Chapter 45 for guidance on claims for IB, SDA or IS on the grounds of incapacity made on or after 31.1.11.

*1 SS (JPI) Regs 02, reg 2(1)*

## Pensionable age

05309 See DMG Chapter 75 for guidance about pensionable age.

## Specified benefit

05310 Specified benefit means<sup>1</sup>

1. IS or
2. IB or
3. SDA.

*1 SS (JPI) Regs 02, reg 2(1)*

## Relevant benefit

05311 Relevant benefit means<sup>1</sup> IS, but not IS where the claimant is

1. treated as capable of work or entitled to SSP<sup>2</sup> or
2. appealing against a decision which embodies a determination that they are not incapable of work<sup>3</sup>.

*1 SS (JPI) Regs 02, reg 2(1); 2 IS (Gen) Regs, Sch 1B, para 7; 3 para 24 or 25*

## Remunerative work

05312 Except where DMG 05313 applies, for the purposes of the Jobcentre Plus Wfl regulations, a person is deemed to be in remunerative work where<sup>1</sup> they fall within the definition of remunerative work in specific regulations<sup>2</sup>. Stated briefly a person is in remunerative work where they are engaged in work for which payment is made or which is done in expectation of payment

1. for 16 hours per week or more or
2. where hours fluctuate, 16 hours per week or more on average.

*1 SS (JPI) Regs 02, reg 1(2); 2 HB (Gen) Regs, reg 6*

05313 A person is deemed not to be in remunerative work when<sup>1</sup>, although they work 16 hours or more per week they

1. are not entitled to IS but
2. would not be excluded from IS solely on account of that work (in other words if the IS regulations would make that person an exception to the normal remunerative work exclusion. See DMG Chapter 20 for guidance on the remunerative work rule).

*1 SS (JPI) Regs 02, reg 1(2)*

05314

## Who is affected

05315 A person who

1. either
  - 1.1 makes a claim for a relevant benefit (see DMG 05311) **or**
  - 1.2 is entitled to a specified benefit (see DMG 05310) but **not** a relevant benefit **and**
2. is aged 16 and under pensionable age when they claim a specified benefit **and**
3. is not in remunerative work **and**
4. is not a lone parent who
  - 4.1 claims or is entitled to IS **and**
  - 4.2 has a child aged under 7

is required<sup>1</sup> to take part in a Wfl. See DMG 05346 et seq for the date this requirement will arise.

**Note:** See DMG Chapter 45 for guidance on claims for IB, IS on the grounds of disability and SDA from 31.1.11.

*1 SS (JPI) Regs 02, reg 3*

05316 The requirement to take part in a Wfl as in DMG 05315 applies to any person who claims a specified benefit on or after 30.9.02 at an office

1. designated as a Jobcentre Plus Office **or**
2. of a relevant authority which displays the ONE logo<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 1(3)*

05317 - 05320



## Continuing entitlement dependent on an interview

### Claimant is not a lone parent with a child aged under 7

05321 A claimant who

1. is not a lone parent entitled to IS with a child aged under 7<sup>1</sup> **and**
2. has not reached pensionable age **and**
3. is entitled to a specified benefit **and**
4. has taken part in a Wfl or would have taken part in an interview if it had not been waived or deferred<sup>2</sup>

is required to take part in a Wfl when any of the circumstances in DMG 05322 or 05323 apply as a condition of continuing to be entitled to the full amount of benefit payable<sup>3</sup>.

*1 IS (Gen) Regs, Sch 1B, para 1; 2 SS (JPI) Regs 02, reg 6 or 7; 3 reg 4(1) & (2)*

05322 The events which trigger a requirement to take part in a Wfl as in DMG 05321 are

1. entitlement to CA ends but entitlement to IS, IB or SDA continues **or**
2. the claimant begins or finishes part-time work **or**
3. education or training arranged by an officer comes to an end **or**
4. the claimant reaches age 18 and has not previously taken part in a Wfl<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 4(4)*

05323 A requirement to take part in a Wfl as in DMG 05321 also arises where the claimant has not been required to take part in a Wfl for at least 36 months<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 4(5)*

05324

### Claimant is a lone parent with a child aged under 7

05325 Where a lone parent

1. is entitled to IS **and**
2. is in the lone parent prescribed category of person<sup>1</sup> ([see DMG 20082 et seq](#)), that is, their only or youngest child is aged under 7 **and**
3. has not reached pensionable age **and**
4. has not taken part or been required to take part in a Wfl

they are required to take part in a Wfl<sup>2</sup>.

**Note 1:** See DMG 05340 where the child is aged under one.

**Note 2:** See DMG 05600 et seq where the child is aged 4, 5 or 6.

*1 IS (Gen) Regs, Sch 1B, para 1; 2 SS (JPI) Regs 02, reg 4ZA(1) & (2)*

05326 Where the lone parent has

1. taken part **or**
2. failed to take part **or**
3. been treated as having taken part

in a Wfl, the requirement to take part in an Wfl arises every six months after the date they last took part, failed to take part or were treated as taking part in a Wfl<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 4ZA(3) or (4)*

### **The interview**

05327 Officers will normally conduct the interview<sup>1</sup>. However officers can arrange for a person under 18 to attend an interview with such person as the Secretary of State may specify<sup>2</sup>.

*1 SS (JPI) Regs 02, reg 4ZA(5); 2 reg 4ZA(6)*

05328 From 24.11.08, claimants entitled to IS solely on the grounds that they are a lone parent are required to take part in a Wfl at quarterly intervals during their final year of entitlement to IS<sup>1</sup>. This change is being phased in for new and existing IS claimants. See DMG 05600 et seq for further guidance.

*1 SS (JPI) Regs 02, reg 4A*

05329 - 05333



## Work-focused interviews

- 05334 A Wfl is<sup>1</sup> an interview with a person conducted for any or all of the following purposes
1. assessing that person's prospects for existing or future employment, (whether paid or voluntary)
  2. assisting or encouraging that person to improve their prospects of such employment
  3. identifying activities which that person may undertake to strengthen their existing or future prospects for employment
  4. identifying current or future employment or training opportunities suitable to that person's needs
  5. identifying educational opportunities connected with the existing or future employment prospects or needs of that person.

*1 SS (JPI) Regs 02, reg 2(1)*

## Waiving the requirement to take part

- 05335 A requirement to take part in a Wfl may be waived<sup>1</sup> where an officer determines that an interview would not be
1. of assistance to the person concerned **or**
  2. appropriate in the circumstances.

*1 SS (JPI) Regs 02, reg 6(1)*

- 05336 Where the requirement to take part in an interview has been waived, the claimant is treated, for all purposes, as having taken part in the interview<sup>1</sup>.

**Note:** There is no right of appeal against a determination that the requirement for interview is to be waived.

*1 SS (JPI) Regs 02, reg 6(2)*

## Deferring the requirement for an interview

- 05337 The requirement to take part in a work-focused interview can be deferred to a later date if the officer determines that the interview would not be
1. of assistance to the person **or**
  2. appropriate in the circumstances
- at that particular time<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 7(1)*

05338 The officer should consider the person's circumstances when deciding whether it would be appropriate to defer the interview. It may be reasonable to defer the interview if the person is

1. **at a time of major change** which makes it unreasonable to expect them to turn up for an interview, for example, they have just been made homeless or a lone parent has just given birth
2. **emotionally distressed**, because, for example, a close relative has died or a relationship has broken down
3. **too ill to attend an interview**, for example, the person is recovering from a serious illness or operation
4. **likely to claim benefit only for a short period** because, for example, they are a homeless person staying in short-stay accommodation or the person is expected to start full-time work shortly.

**Note:** This list is not exhaustive. There may be other circumstances in which it would be unreasonable to expect someone to attend for interview.

05339 When an officer determines that an interview should be deferred, he shall also determine the time when the requirement to take part in an interview will apply<sup>1</sup>. In the meantime the claimant is treated as having taken part in an interview until<sup>2</sup>

1. a decision is made waiving the requirement to take part in an interview **or**
2. the person takes part in an interview **or**
3. a decision has been made that the person has failed, without good cause, to take part in an interview.

**Note:** there is no right of appeal against a determination as to the deferment of the requirement for interview

*1 SS (JPI) Regs 02, reg 7(2); 2 reg 7(3)*

## Exemptions

05340 Claimants are exempt from the requirement for interview where, on the date of claim or the day on which a requirement for interview arises under DMG 05321 or 05325, they are

1. engaged in remunerative work<sup>1</sup> **or**
2. except where DMG 05341 applies, claiming or entitled to JSA<sup>2</sup> **or**
3. subject to the requirement to take part in a WfIs under<sup>3</sup> the Pathways to Work Scheme<sup>4</sup> (see DMG 05700 et seq) **or**
4. a lone parent who is responsible for, and a member of the same household as, a child under the age of one<sup>5</sup>.

*1 SS (JPI) Regs 02, reg 8(1)(a); 2 reg 8(1)(b); 3 reg 8(3); 4 SS (IBWFI) Regs 08;  
5 SS (JPI) Regs, reg 8(4)*

05341 Claimants are not exempt<sup>1</sup> under DMG 05340 2. above where

1. a joint claim couple (as defined in DMG 14705) have claimed JSA **and**
2. one member of that couple is a person to whom DMG 20223 applies (i.e. that member is exempt from the normal conditions of entitlement for JSA because they come within an exempt category (for example they are incapable of work)).

**Note:** This means that, where a joint claim couple have claimed JSA and the other member referred to in DMG 05340 claims IB that other member can be subject to the requirement to take part in an interview.

*1 SS (JPI) Regs 02, reg 8(2)*

05342 - 05344

## **The interview**

05345 Officers will normally conduct the interview. However officers can arrange for a person under 18 to attend an interview with such person as the Secretary of State may specify<sup>1</sup>.

*1 SS (JPI) Regs, reg 3(2) & (3)*



## Time when interview is to take place

### Lone parents with child aged under 7 - initial interview

- 05346 Where the claimant is entitled to IS and is a lone parent with a child aged under 7<sup>1</sup>, the initial Wfl takes place as soon as reasonably practical after
1. the requirement to take part in a Wfl arises because the only or youngest child reaches age one<sup>2</sup> **or**
  2. the end of 13 weeks beginning from when the requirement to take part in a Wfl arose under DMG 05321 and the only or youngest child is aged four to six years of age<sup>3</sup> **or**
  3. the end of 6 months beginning from when the requirement to take part in a Wfl arose under DMG 05325 and the only or youngest child is aged one to three years of age<sup>4</sup> **or**
  4. where a Wfl has been deferred as in DMG 05337, the time when the officer determines that the requirement to take part in a Wfl should apply ([see DMG 05339](#))<sup>5</sup>.

*1 SS (JPI) Regs 02, reg 5(2); IS (Gen) Regs, Sch 1B, para 1; 2 SS (JPI) Regs 02, reg 5(2)(a); 3 reg 4ZA(2), 4A(1) & 5(2)(b)(i); 4 reg 4ZA(2) & 5(2)(b)(ii); 5 reg 5(2)(b)(vi) & 7(1) & (2)*

### Lone parents with child aged under 7 - subsequent interview

- 05347 Where the claimant is entitled to IS and is a lone parent with a child aged under 7<sup>1</sup>, subsequent Wfls take place as soon as reasonably practical after
1. the requirement to attend a Wfl applies as in
    - 1.1 DMG 05326 (further Wfls at 6 monthly intervals) **or**
    - 1.2 DMG 05600 et seq (final year quarterly Wfls)<sup>2</sup> **or**
  2. where a Wfl has been deferred as in [DMG 05337](#), the time when the officer determines that the requirement to take part in a Wfl should apply ([see DMG 05339](#))<sup>3</sup>.

*1 SS (JPI) Regs 02, reg 5(2); IS (Gen) Regs, Sch 1B, para 1; SS (JPI) Regs 02, reg 5(2)(b); 2 reg 4ZA(3), 4A(2) & 5(2)(b)(iii); 3 reg 5(2)(b)(vi) & 7(1) & (2)*

## Lone parents with child aged 7 or over and other claimants

05348 Where the claimant

1. is
  - 1.1 a lone parent other than as in DMG 05325
  2. or
  - 1.2 is not a lone parent

the Wfl takes place<sup>1</sup> as in DMG 05349 below.

*1 SS (JPI) Regs 02, reg 5(1)*

05349 Where DMG 05348 applies, the Wfl takes place as soon as reasonably practical after

1. the end of 8 weeks after the date the claim for a specified benefit other than a relevant benefit is made<sup>1</sup> or
2. the claim for a relevant benefit is made<sup>2</sup> or
3. the requirement to take part in a Wfl as in DMG 05321 applies<sup>3</sup> or
4. where a Wfl has been deferred as in [DMG 05337](#), the time when the officer determines that the requirement to take part in a Wfl should apply<sup>4</sup> ([see DMG 05339](#)) or
5. the requirement to take part in a Wfl arises because the only or youngest child reaches age one<sup>5</sup>.

**Note:** See DMG Chapter 45 for guidance on claims for IB, SDA or IS on the grounds of incapacity made on or after 31.1.11.

*1 SS (JPI) Regs, reg 5(1)(a); 2 reg 5(1)(b); 3 reg 4(2) & 5(1)(c); 4 reg 5(1)(d) & 7(1) & (2); 5 reg 5(1)(e)*

05350 - 05351

### Interview at home

05352 An officer can determine that an interview is to take place in the claimant's home<sup>1</sup> where, in the opinion of the officer, it would be unreasonable to expect the lone parent to attend elsewhere because their personal circumstances are such that doing so would

1. cause them undue inconvenience or
2. endanger their health.

*1 SS (JPI) Regs, reg 10(2)*

05353 An officer must inform the claimant of the place and time of the interview<sup>1</sup>.

*1 SS (JPI) Regs, reg 10(1)*

05354

## Taking part in the interview

### New and repeat claims - initial interview

05355 An officer will determine whether a person has taken part in an interview<sup>1</sup>. A person is regarded as having taken part in an initial interview<sup>2</sup> if, and only if that person

1. attends for the interview at the place and time notified by an officer
2. is a specified person (see DMG 05308) and participates in discussions with the officer in relation to their employability, including any action they and the officer agree is reasonable, and the person (and where appropriate the officer) is willing to take in order to help enhance their employment prospects
3. provides answers to questions and appropriate information about
  - 3.1 the level to which they have pursued any educational qualifications
  - 3.2 employment history
  - 3.3 vocational training they have undertaken
  - 3.4 skills they have acquired which will fit them for employment
  - 3.5 whether they are doing any work (paid or unpaid)
  - 3.6 any medical condition which in their opinion may affect their employment prospects
  - 3.7 caring or childcare responsibilities they may have
  - 3.8 their aspirations for future employment
  - 3.9 any vocational training or skills which they wish to undertake or acquire  
**and**
  - 3.10 their work related abilities
4. is a specified person (see DMG 05308) and assists the officer in the completion of an action plan which records the matters which arose from the discussions referred to in sub-paragraph 2. above.

*1 SS (JPI) Regs 02, reg 11(1); 2 reg 11(2)*

### First subsequent interview involving an action plan

05356 Where

1. a claimant has, before 31.10.05, taken part in a Wfl under the Jobcentre Plus Regulations **and**
2. there has been no break in entitlement since that interview

the requirements for taking part in the first interview that becomes due on or after 31.10.05 (“the first subsequent interview with an action plan”) are those set out in DMG 05357.

- 05357 A claimant is to be regarded as having taken part in the first subsequent interview with an action plan if that claimant<sup>1</sup>
1. attends for the interview at the place and time notified by the officer
  2. is a specified person (see DMG 05308) and participates in discussions with the officer in relation to their employability, including any action they and the officer agree is reasonable and which they (and where appropriate the officer) are willing to take in order to help the lone parent enhance their employment prospects
  3. participates in discussions with the officer
    - 3.1 in relation to their employability or any progress they might have made towards obtaining employment **and**
    - 3.2 in order to consider any of the programmes and support available to help them obtain employment
  4. provides answers (where asked) to questions and appropriate information about
    - 4.1 the content of any report made following a personal capability assessment, insofar as that report relates to the person’s capabilities and employability **and**
    - 4.2 their opinion as to the extent to which their medical condition restricts their ability to obtain employment
  5. is a specified person (see DMG 05308) and assists the officer in the completion of an action plan which records the matters discussed in relation to sub-paragraph 2. above.

*1 SS (JPI) Regs 02, reg 11(2A)*

## **Subsequent Interviews**

- 05358 The requirements for taking part in any subsequent interviews after the initial interview referred to in DMG 05355 or the first interview involving an action plan referred to in DMG 05356 are set out in DMG 05359 below.
- 05359 A claimant is to be regarded as having taken part in any subsequent interview if that claimant<sup>1</sup>
1. attends for the interview at the time and place notified by the officer
  2. is a specified person (see DMG 05308) and participates in discussions with the officer



- 2.1** in relation to their employability or any progress they might have made towards obtaining employment
  - 2.2** about any action they or the officer might have taken as a result of matters discussed in relation to DMG 05355 **2.** or DMG 05357 **2.** above
  - 2.3** about how, if at all, the action plan referred to in DMG 05355 **4.** or DMG 05357 **5.** should be amended
  - 2.4** in order to consider any of the programmes and support available to help the lone parent obtain employment
- 3.** provides answers (where asked) to questions and appropriate information about
  - 3.1** the content of any report made following his personal capability assessment insofar as that report relates to their capabilities and employability **and**
  - 3.2** their opinion as to the extent to which their medical condition restricts their ability to obtain employment **and**
- 4.** is a specified person (see DMG 05308) and assists the officer in the completion of any amendment to the action plan referred to in DMG 05355 **4.** or DMG 05357 **5.** above in the light of the matters discussed in relation to sub-paragraph **2.** above or the information provided in relation to sub-paragraph **3.** above.

*1 SS (JPI) Regs 02, reg 11(2B)*

05360 A claimant under the age of 18 is regarded as having taken part in a Wfl if they attend an interview with a person specified by the Secretary of State<sup>1</sup> at the place and time notified by an officer<sup>2</sup>.

*1 SS (JPI) Regs 02, reg 3(3); 2 reg 11(3)*



## Failure to take part in an interview

05361 Where an officer determines that a person has failed to take part in a WfI and good cause has not been shown for the failure to take part within five working days of the day on which the interview is to take place, a DM will make a **relevant decision**<sup>1</sup>. Where a DM has made a relevant decision the claimant will suffer certain consequences (but see DMG 05390).

*1 SS (JPI) Regs 02, reg 11(4)*

## Good cause for failure to take part

05362 The following factors<sup>1</sup> should be taken into account when deciding if a person has shown good cause for failure to take part in an interview

1. the person misunderstood the requirement to take part in an interview because of learning, language or literacy difficulties
2. the person misunderstood the requirement to take part in an interview because the officer gave misleading information
3. the person was
  - 3.1 attending a medical or dental appointment **or**
  - 3.2 was accompanying someone for whom they had caring responsibilities to an appointment **and**
  - 3.3 it would have been unreasonable in the circumstances to rearrange the appointment
4. the person had difficulties with the normal method of transport and no reasonable alternative was available
5. the established customs and practices of the person's religion prevented them attending at the time or on the day of the interview
6. the person was attending an interview with a prospective employer
7. the person was actively pursuing opportunities for work as a self-employed earner
8. the person or a dependant, or someone for whom the person provides care suffered an accident, a sudden illness or a relapse of a physical or mental health condition
9. the person was attending the funeral of a close relative or a close friend on the day fixed for the interview.
10. the person suffers from a disability that made it impracticable for them to attend at the time fixed for the interview.

Other factors may also be taken into account.

*1 reg 14*

05363 - 05364



# Consequences of failing to take part

## Claims based on incapacity for work

- 05365 With effect from 31.10.05, where the requirement for interview arises eight weeks after the date of claim as in DMG 05349 1., if the claimant fails to attend that interview the consequence will be a reduction in benefit<sup>1</sup> as described in DMG 05372 et seq.

*1 SS (JPI) Regs 02, reg 12(2)(c)*

## Other claims

- 05366 Where the requirement for interview arises immediately upon the making of a claim as in DMG 05349 2., the consequence of a failure to take part is that the person is regarded as not having made a claim<sup>1</sup>.

**Note:** This is a direct consequence of the **relevant decision** and no further action is required from a DM.

*1 SS (JPI) Regs 02, reg 12(2)(a) & (b)*

- 05367 In order to establish title to a specified benefit following such a relevant decision, the person will have to complete a new claim form and take part in a Wfl. No account will be taken of the earlier attempt to claim, unless the claimant successfully disputes or appeals the relevant decision<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 12(10)*

05368 - 05369

## Deferred initial interview

- 05370 Where an officer decides that a claimant has failed, without good cause, to take part in a deferred initial interview, the claimant's entitlement to benefit will terminate from the first day of the benefit week following the date the relevant decision was made<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 12(2)(b); SS CS (D&A) Regs, reg 7(25)*

- 05371 That termination is brought into effect by means of supersession<sup>1</sup>.

*1 SS CS (D&A) Regs, reg 6(2)(h)(i)*

## Continuing entitlement subject to interview

- 05372 Where the relevant decision arises because a claimant has failed to take part in an interview where the requirement has arisen in the circumstances set out in DMG 05346 et seq, the consequence is that benefit is reduced.

05373 This reduction is brought into effect by superseding the decision under which the current award was made<sup>1</sup>. The effective date of the supersession is<sup>2</sup> the first day of the benefit week following the date the relevant decision was made.

*1 SS CS (D&A) Regs, reg 6(2)(h)(i); 2 reg 7(25)*

05374 Benefit is reduced by an amount equal to 20% of the IS applicable amount for a single claimant aged 25 or over<sup>1</sup>. Benefit cannot be reduced to a sum that is less than ten pence per week<sup>2</sup>.

*1 SS (JPI) Regs 02, reg 12(2)(c); 2 reg 12(3)*

05375 Where more than one of the specified benefits is in payment, the reduction should be applied to the benefits in the following order of priority<sup>1</sup>

1. IS
2. IB
3. SDA.

*1 SS (JPI) Regs 02, reg 12(4)*

05376 In some cases the amount of the first benefit on the list will be less than the amount of the reduction plus ten pence. In these cases the reduction should be made from the next benefit on the list which is more than the reduction plus ten pence<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 12(5) & 12(6)*

05377 Where none of the benefits in payment is more than the amount of the reduction, the reduction should be applied to the first benefit on the list that is in payment and then to any other benefit in payment until the whole amount is deducted or benefit is exhausted<sup>1</sup>. Benefit should not be reduced below ten pence.

*1 SS (JPI) Regs 02, reg 12(7)*

05378 - 05379

05380 Where the amount of any specified benefit payable is used to determine the amount of another benefit, the amount of the specified benefit to be used is the full amount before the reduction<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 12(11)*

# Circumstances in which consequences cease to apply

## New facts received

- 05381 Where a person brings new facts to the notice of the Secretary of State within one month of the date on which the relevant decision was notified and those facts
1. could not reasonably have been brought to the notice of the Secretary of State within five working days of the date the interview was to take place **and**
  2. show that there was good cause for the failure to take part in the interview
- the relevant decision should be revised<sup>1</sup> so that it does not take effect at all. The result will be that any of the consequences set out in DMG 05365 to 05374 do not apply<sup>2</sup>. If a reduction has been made, it should be lifted and arrears paid.

*1 SS CS (D&A) Regs, reg 3; 2 SS (JPI) Regs 02, reg 12(12)*

## Claimant attends interview

- 05382 If, after benefit has been reduced, the claimant takes part in an interview, the reduction ceases to apply from the first day of the benefit week in which the successful interview takes place<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 12(9)*

## Claimant no longer subject to the scheme

- 05383 Where benefit has been reduced and the claimant
1. ceases to live in an area in which there is a requirement to take part in a work-focused interview **or**
  2. reaches pensionable age
- any reduction ceases to apply<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 13*

- 05384 In a case falling within DMG 05383, the cessation is brought into effect by means of supersession<sup>1</sup>. The effective date will be set in accordance with the rules on supersession on a change of circumstances (see DMG Chapter 04).

*1 SS CS (D&A) Regs, reg 6(2)(h)(ii)*





## Decision-making and appeals

05385 A relevant decision can be revised, superseded and appealed.

05386 A relevant decision can be revised at any time if it contains an error<sup>1</sup>.

*1 SS CS (D&A) Regs, reg 3(6A)*

05387 There is no right of appeal<sup>1</sup> against the supersession (referred to in DMG 05373) made to bring into effect a reduction in benefit as a consequence of a relevant decision.

*1 SS Act 98, Sch 2, para 5A*

05388 - 05389



# Old schemes

## Transitional provisions

05390 The regulations described in Appendices 2 and 3 continue to apply<sup>1</sup> to persons affected by them until whichever of the following first occurs<sup>2</sup>

1. they cease to be a person affected by those regulations **or**
2. they cease to be entitled to a specified benefit **or**
3. they attain pensionable age.

*1 SS (JPI) Regs 02, reg 16(2); 2 reg 16(3)*

## Changes to Old Schemes from 31.10.05

05391 With effect from 31.10.05, the following regulations relating to the schemes described in Appendices 2 to 4 were amended

1. the Jobcentre Plus Interviews 2001 Regulations **and**
2. the ONE pilot Regulations.

05392 The main changes were

1. the removal of any requirement to take part in an interview as a condition of continuing entitlement to the full amount of benefit where the only benefit involved is WB, BB and CA
2. lone parents whose only or youngest child is aged 14 or 15 became subject to the national requirement for quarterly interviews
3. the completion of an action plan became a required part of a Wfl in certain cases.

## WB, BB and CA

05393 With effect from 31.10.05

1. any claimant who was subject to the ONE pilot Regulations under transitional provisions solely on account of receiving WB (WMA, WP and WPA) or CA is no longer required to take part in any further Wfls<sup>1</sup>.
2. any claimant who was subject to the Jobcentre Plus Interviews 2001 regulations under transitional provisions solely on account of receiving BB (Bereavement Allowance and WPA) or CA ceased to be required to take part in any further Wfls<sup>2</sup>.

*1 SS (WfI) Regs 00, reg 2(1) (definition of "specified benefit");  
2 SS (JPI) Regs 01, reg 2(1) (definition of "specified benefit")*

05394 In addition WB, BB and CA are removed from the lists of benefits<sup>1</sup> that can be reduced where there is not enough of the “target” benefit available.

*1 SS (WfI) Regs 00, reg 12(4); SS (JPI) Regs 01, reg 11(4)*

### **Lone Parents with youngest child aged 14 or 15**

05395 Any lone parent still subject to an old scheme because of transitional provisions who

1. is responsible for and living in the same household as
  - 1.1 a single child aged 14 or 15 **or**
  - 1.2 more than one child where the youngest is aged 14 or 15 **and**
2. has been continuously in receipt of IS for at least twelve months

became subject to the requirement to attend quarterly interviews under the WfI for Lone Parents Regulations<sup>1</sup>.

*1 SS (WfI for lone parents) Regs, reg 4(2)*

### **Requirements for taking part in an interview**

05396 With effect from 31.10.05, certain claimants who remain subject to an old scheme because of transitional provisions will have to meet new requirements for taking part in an interview.

05397 These new requirements will apply to the first interview that becomes due on or after 31.10.05.

### **Specified person**

05398 A “specified person” is<sup>1</sup>

1. a lone parent **or**
2. a person who claims
  - 2.1 IB **or**
  - 2.2 IS on the basis of incapacity for work **or**
  - 2.3 SDA.

*1 SS (WfI) Regs 00, reg 2(1); SS (JPI) Regs 01, reg 2(1)*

### **First interview involving an action plan**

05399 A claimant is to be regarded as having taken part in the first interview with an action plan if that claimant<sup>1</sup>

1. attends for the interview at the place and time notified by the personal adviser or the officer
2. is a specified person (see DMG 05398) and participates in discussions with the personal adviser to the officer in relation to their employability, including any action they and the personal adviser or the officer agree is reasonable and which they (and where appropriate the personal adviser) are willing to take in order to help the lone parent enhance their employment prospects
3. participates in discussions with the personal adviser
  - 3.1 in relation to their employability or any progress they might have made towards obtaining employment **and**
  - 3.2 in order to consider any of the programmes and support available to help them obtain employment
4. provides answers (where asked) to questions and appropriate information about
  - 4.1 the content of any report made following a personal capability assessment, insofar as that report relates to the person's capabilities and employability **and**
  - 4.2 their opinion as to the extent to which their medical condition restricts their ability to obtain employment
5. is a specified person (see DMG 05398) and assists the personal adviser or the officer in the completion of an action plan which records the matters discussed in relation to sub-paragraph 2. above.

*1 SS (WfI) Regs 00, reg 11(2); SS (JPI) Regs 02, reg 10(2)*

## **Subsequent interviews**

- 05400 A claimant is to be regarded as having taken part in subsequent interviews after the first interview involving an action plan if that claimant<sup>1</sup>
1. attends for the interview at the time and place notified to him by the personal adviser or the officer
  2. participates in discussions with the officer
    - 2.1 in relation to their employability or any progress they might have made towards obtaining employment
    - 2.2 in order to consider any of the programmes and support available to help them obtain employment
  3. is a specified person (see DMG 05398) and participates in discussions with the officer



# Work-focused interviews for partners

## Introduction

05500 Partners of claimants receiving certain benefits are required to take part in a Wfl as a condition of the claimant continuing to receive the full rate of benefit<sup>1</sup>.

*1 SS A Act 92, s 2AA; SS (JCIfP) Regs, reg 3(1)*

05501 - 05502

## Definitions

### Couple

05503 A "couple" means<sup>1</sup>

1. a man and a woman who are married and are members of the same household **or**
2. a man and a woman who are not married but are LTAHAW **or**
3. two persons of the same sex who are civil partners and are members of the same household **or**
4. two people of the same sex who are not civil partners but are living together as if they were civil partners.

*1 SS (JCIfP) Regs, reg 2(1)*

05504 For the purposes of DMG 05503.4 two people of the same sex are to be regarded as living together as if they were civil partners only if they would be regarded as living together as husband and wife if they were two people of the opposite sex<sup>1</sup>.

*1 SS (JCIfP) Regs, reg 2(1)*

### Interview

05505 An interview<sup>1</sup> means a Wfl with a partner which is conducted for any or all of the following purposes

1. assessing the partner's prospects for existing or future employment, either paid or voluntary
2. assisting or encouraging the partner to improve their prospects of such employment
3. identifying activities which the partner may undertake to strengthen their existing or future prospects of employment

4. identifying current or future employment or training opportunities suitable to the partner's needs **and**
5. identifying educational opportunities connected with the partner's existing or future employment prospects or needs.

*1 SS (JCIfP) Regs, reg 2(1)*

## **Officer**

05506 An "officer" is<sup>1</sup> a person who is an officer of the Secretary of State or who is providing services to, or exercising functions of, the Secretary of State.

*1 SS (JCIfP) Regs, reg 2(1)*

## **Partner**

05507 "Partner" means<sup>1</sup> a person who is a member of the same couple as the claimant (or, where the claimant has more than one partner, any person who is a partner by reason of a polygamous marriage) but only where

1. the claimant has been awarded a specified benefit at a higher rate referable to that partner **and**
2. both the claimant and the partner are aged 18 or over but under pensionable age.

*1 SS (JCIfP) Regs, reg 2(1)*

05508 Benefit is paid to a claimant at a higher rate "referable" to a partner where<sup>1</sup> the amount payable

1. is more than it would be if the claimant was not a member of a couple **or**
2. includes an adult dependency increase.

*1 SS Act 92, s 2AA(3)*

## **Pensionable age**

05509 See DMG Chapter 75 for guidance about pensionable age.

## **Polygamous marriage**

05510 "Polygamous marriage" means<sup>1</sup> any marriage during the currency of which a party is married to more than one person and the marriage ceremony took place under the law of a country which permits polygamy.

*1 SS (JCIfP) Regs, reg 2(1)*



## Qualifying young person

05511 “Qualifying young person” has the meaning given in specific legislation<sup>1</sup>. DMs are referred to the guidance in DMG 22009 et seq for details.

*1 SS CB Act 92, s 142; CHB (Gen) Regs*

## Specified benefit

05512 “Specified benefit” means<sup>1</sup>

1. IS
2. JSA(IB) (other than joint claim JSA)
3. IB
4. SDA
5. CA
6. ESA.

*1 SS (JCI/P) Regs, reg 2(1) & SS A Act 92, s 2AA(2)*

## Treated as responsible for a child aged under one

05513 A claimant or partner is treated as responsible for, and a member of the same household as, a child aged under one in accordance with IS legislation<sup>1</sup> - see DMG 22031 et seq.

*1 IS (Gen) Regs, reg 15 & 16; SS (JPI/P) Regs, reg 2(2)*

## Who is affected

05514 The regulations apply to a partner where<sup>1</sup>

1. the claimant has been continuously entitled to the specified benefit for 26 weeks or longer **and**
2. the claimant has been awarded the benefit at a higher rate referable to the partner **and**
3. the claimant’s award of a specified benefit is being administered at an office of the DWP designated as a Jobcentre Plus Office **and**
4. the partner has not taken part or been required to take part in a Wfl under the Wfl for Partners Scheme.

**Note concerning CA:** CA is not administered from an office designated as a Jobcentre Plus Office. This means that, where a claimant is entitled to CA with an ADI and no other specified benefit at a higher rate referable to a partner, that claimant's partner is not subject to the requirement for interview under these regulations.

*1 SS (JCIfP) Regs, reg 3(2)*

## **Requirement for a partner to take part in an interview**

05515 Subject to the provisions described in DMG 05522 - 05525, a partner affected is required to take part in an interview as a condition of the claimant continuing to be paid the full amount of a specified benefit<sup>1</sup>.

*1 SS (JCIfP) Regs, reg 3(1)*

05516 Where a requirement for interview arises under one specified benefit then that requirement will also apply to any other specified benefit which is being paid at a higher rate referable to the partner on the date set for the interview<sup>1</sup>. In other words the requirements for interview will be joined together.

**Note concerning CA:** This means that, where a requirement to take part in an interview arises under the regulations because the claimant is entitled to IS, JSA(IB) (other than joint-claim JSA), IB, or SDA at a higher rate referable to a partner, and that claimant is also entitled to CA plus an ADI, a requirement to take part in an interview will also arise on account of the CA.

*1 SS (JPIfP) Regs, reg 3(3)*

## **Subsequent interviews - partners of JSA claimants with children**

05517 With effect from 28.4.08 certain partners (as defined in DMG 05507 - 05508) of JSA claimants are required to take part in subsequent interviews every six months. This applies to where the claimant or the partner is responsible for a child or qualifying young person (see DMG 05510) who is a member of their household<sup>1</sup>.

*1 SS (JCIfP) Regs, reg 3A*

05518 Where such a partner has

1. taken part in an initial interview **or**
2. failed to take part in an initial interview **or**
3. was treated as having taken part in an initial interview because of waiver (DMG 05522) or deferment (DMG 05524)

then they are required to take part in further interviews as set out in DMG 05519 and 05520 below.

05519 Where DMG 05018 applies and the partner last

1. took part **or**
2. failed to take part **or**
3. was treated as having taken part

in a Wfl under the Interviews for Partners Regulations before 28.10.07, a requirement for a further interview arises on 28.4.08<sup>1</sup> and then **six monthly** thereafter<sup>2</sup>.

*1 SS (JCI fP) Regs, reg 3A(4)(a); 2 reg 3A(4)(b)*

05520 Where DMG 05018 applies and the partner last

1. took part **or**
2. failed to take part **or**
3. was treated as having taken part

in a Wfl under the Interviews for Partners Regulations on or after 28.10.07, a requirement for further interviews arises six months after that date and then **six monthly** thereafter<sup>1</sup>.

*1 SS (JCI fP) Regs, reg 3A(5)*

### **Example 1**

Bill claimed JSA for himself, his partner Pat and his two children Fred and Harriet on 25.4.07. On 16.8.07, Pat took part in a Wfl. In April 2008, a DM looked at the case and decided that DMG 05519 above applied and therefore that Pat was required to take part in an interview as soon as reasonably practicable after 28.4.08. An appointment was made for 6.5.08 when Pat attended and took part in a Wfl. The DM decided that Wfls would now be due in November 2008 and six monthly thereafter.

### **Example 2**

On 16.11.07 David claimed JSA for himself, his partner Janet and his son Geoff. On 9.1.08 Janet took part in a Wfl. In April 2008 a DM looked at the case. He decided that DMG 05520 above applied and that therefore Janet would be required to take part in a further Wfl in July 2008 and six monthly thereafter.

05521

## **Waiving the requirement to take part in an interview**

05522 A requirement to take part in an interview will be waived<sup>1</sup> where an officer determines that an interview would not be

1. of assistance to the partner concerned **or**
2. appropriate in the circumstances.

*1 SS (JCI fP) Regs, reg 5(1)*

05523 Where the requirement to take part in an interview has been waived, the partner is treated as having complied with the requirement to take part in an interview<sup>1</sup>.

*1 SS (JCI fP) Regs, reg 5(2)*

## **Deferring the interview**

05524 An officer may determine that the requirement to take part in an interview shall be deferred<sup>1</sup> where, at the time the requirement for interview arises, an interview would not be

1. of assistance to the partner concerned **or**
2. appropriate in the circumstances.

*1 SS (JCI fP) Regs, reg 6(1)*

05525 When an officer determines that an interview should be deferred, he shall also determine the date when the requirement to take part in an interview will apply<sup>1</sup>. In the meantime the partner is treated as having taken part in an interview until<sup>2</sup>

1. a decision is made waiving the requirement to take part in an interview **or**
2. the partner takes part in an interview **or**
3. a decision has been made in accordance with paragraph 24 that the person has failed, without good cause, to take part in an interview.

*1 SS (JCI fP) Regs, reg 6(2); 2 reg 6(3)*

## **Exemption**

05526 Partners who, on the day that a requirement would arise are

1. in receipt of a specified benefit in their own right **or**
2. a member of a couple, one of whom is responsible for, and a member of the same household as, a child aged under one

are exempt from the requirement to take part in an interview<sup>1</sup>.

*1 SS (JCI fP) Regs, reg 7*

## **Claims for two or more specified benefits**

05527 A partner who would otherwise be required to take part in interviews relating to more than one specified benefit is only required to take part in one interview during any period where the claimant is in receipt of two or more specified benefits concurrently<sup>1</sup>. That interview counts for the purposes of each benefit<sup>1</sup>.

*1 SS (JCI fP) Regs, reg 8*

05528 - 05529

## The interview

05530 An officer will arrange for an interview to take place as soon as reasonably practicable after the requirement arises<sup>1</sup> as in DMG 05515 or following a deferment as in DMG 05524 - 05525. An officer will inform a partner who is required to take part in an interview of the date, place and time<sup>2</sup>.

*1 SS (JCIFP) Regs, reg 4; 2 reg 9(1)*

05531 Officers may determine that an interview is to take place in the person's home<sup>1</sup> where, in their opinion, it would be unreasonable to expect the person to attend elsewhere because the partner's personal circumstances are such that doing so would

1. cause undue inconvenience **or**
2. endanger health.

*1 SS (JCIFP) Regs, reg 9(2)*

05532 An officer will conduct the interview<sup>1</sup>.

*1 SS (JCIFP) Regs, reg 9(3)*

05533 - 05534

## Taking part in an interview

05535 An officer shall determine whether a partner has taken part in an interview<sup>1</sup>. Partners are regarded as having taken part in an interview if, and only if, they

1. attend for the interview at the time and place notified by an officer<sup>2</sup> **and**
2. provide answers (where asked) to questions and appropriate information about<sup>3</sup>
  - 2.1 the level to which they have pursued any educational qualifications
  - 2.2 their employment history
  - 2.3 any vocational training undertaken by them
  - 2.4 any skills they have acquired which fit them for employment
  - 2.5 any paid or unpaid employment they are engaged in
  - 2.6 any medical condition which in the partner's opinion puts them at a disadvantage in obtaining employment
  - 2.7 any caring or childcare responsibilities they have.

*1 SS (JCIFP) Regs, reg 10(1); 2 reg 10(2)(a); 3 reg 10(2)(b)*

05536 - 05539

## Failure to take part in an interview

05540 Where an officer determines that a partner has failed to take part in an interview and good cause has not been shown (by either the partner or the claimant) for the failure to attend within five working days of the day on which the interview was to take place, an officer will make a **relevant decision** and will notify that decision to both the claimant and the partner<sup>1</sup>.

**Note:** When counting the five days, **do not include** the day appointed for the interview.

*1 SS (JClfP) Regs, reg 10(3) & SS A Act 92, s 2B(2A)*

05541 A relevant decision that a person has without good cause failed to take part in an interview can be revised, superseded and appealed<sup>1</sup>.

*1 SS (JClfP) Regs, reg 14*

05542 - 05549

## Good cause

05550 Matters<sup>1</sup> that should be taken into account when deciding if the partner or the claimant has shown good cause for the partner's failure to take part in an interview include that

1. the partner misunderstood the requirement to take part in an interview because of their learning, language or literacy difficulties
2. the partner misunderstood the requirement to take part in an interview because an officer gave them misleading information
3. the partner was
  - 3.1 attending a medical or dental appointment **or**
  - 3.2 accompanying someone for whom they had caring responsibilities to such an appointmentwhere it would have been unreasonable in the circumstances to rearrange the appointment
4. the partner had difficulties with the normal method of transport and no reasonable alternative was available
5. the established customs and practices of the partner's religion prevented them attending at the time or on the day of the interview
6. the partner was attending an interview with a prospective employer
7. the partner was actively pursuing opportunities for work as a S/E earner

8. the partner, claimant, or a dependant, or someone for whom the partner provides care suffered an accident, a sudden illness or a relapse of a chronic condition
9. the partner was attending the funeral of a relative or a close friend on the day fixed for the interview
10. the partner's disability made it impracticable for them to attend at the time/date fixed for the interview.

Other factors may also be taken into account.

*1 SS (JCI fP) Regs, reg 13*

05551 - 05554

## **Consequences of failing to take part in an interview**

05555 Where an officer has made a relevant decision that a partner has failed without good cause to take part in an interview, the specified benefit payable to the claimant shall be reduced. This reduction is brought into effect by superseding the decision under which the current award was made<sup>1</sup>. The effective date of the supersession is either<sup>2</sup>

1. the first day of the next benefit week for the claimant following the day on which the relevant decision was made **or**
2. if the date in DMG 05555 1. arises 5 days or less after the date the relevant decision was made, the first day of the second benefit week following the date the relevant decision was made.

*1 SS CS (D&A) Regs, reg 6(2)(h)(i); 2 reg 7(25)(b), SS (JCI fP) Regs, reg 11(1)*

### **Example**

Chris has been in receipt of IB with an ADI for his wife Jane since January 2003. Benefit is paid fortnightly in arrears on a Tuesday. In May 2004 a DM decides that Jane is required to take part in a Wfl. On 14.6.04 an officer decides that Jane has failed, without good cause, to take part in a Wfl. A DM makes a supersession decision in order to reduce the amount of benefit. The first benefit week immediately following the relevant decision starts on 16.6.04. That is only 2 days after the date the relevant decision was made. The DM therefore decided that the supersession should take effect from 23.6.04.

05556 Benefit is reduced by an amount equal to 20% of the IS applicable amount for a single claimant aged 25 or over<sup>1</sup>. Benefit cannot be reduced to a sum that is less than 10 pence a week<sup>2</sup>.

*1 SS (JCI fP) Regs, reg 11(2); 2 reg 11(3)*

05557 Where two or more specified benefits are in payment (in relation to each of which a requirement for a partner interview has arisen), the reduction should be applied to the benefits in the following order of priority<sup>1</sup>

1. JSA(IB)
2. ESA(IR)
3. IS
4. IB
5. SDA
6. CA.

**Note:** CA is included in the list of benefits that can be reduced because a requirement to take part in an interview on account of entitlement to CA plus ADI can arise in the circumstances described in the note to DMG 05516.

*1 SS (JCIIP) Regs, reg 11(4)*

05558 In some cases the amount of the first benefit on the list will be less than the amount of the reduction plus 10 pence. In these cases the reduction should be made from the next benefit on the list which is more than the reduction plus 10 pence<sup>1</sup>.

*1 SS (JCIIP) Regs, reg 11(5), reg 11(6)*

05559 Where none of the benefits in payment is more than the amount of the reduction, the reduction should be applied to the first benefit on the list that is in payment and then to any other benefit in payment until the whole amount is deducted or benefit is exhausted. Benefit should not be reduced below 10 pence<sup>1</sup>.

*1 SS (JCIIP) Regs, reg 11(7)*

05560 - 05561

05562 Where the amount of any specified benefit payable is used to determine the amount of another benefit, the amount of the specified benefit to be used is the full amount before the reduction<sup>1</sup>.

*1 SS (JCIIP) Regs, reg 11(10)*

05563 - 05569



# Circumstances in which consequences do not apply

## New facts received

05570 Benefit shall not be reduced where<sup>1</sup> a partner or the claimant brings new facts to the notice of the Secretary of State within one month of the date on which the relevant decision was notified and those facts

1. could not reasonably have been brought to the notice of the Secretary of State within 5 working days of the date the interview was to take place **and**
2. show that there was good cause for the failure to take part in the interview.

*1 SS (JPIfP) Regs, reg 11(11)*

## Partner no longer subject to the scheme

05571 Any reduction of benefit will cease to apply as from the date the partner who failed to take part in an interview either<sup>1</sup> ceases to be a partner

1. within the meaning given in DMG 05507 **or**
2. who comes within DMG 05515.

*1 SS (JCIfP) Regs, reg 12*

05572 The reduction is lifted by means of a supersession decision<sup>1</sup>. The effective date of that supersession will be<sup>2</sup> the date that the partner ceases to be a partner as in DMG 05571 1. or paragraph 05571 2., as the case may be.

*1 SS CS (D&A) Regs, reg 6(2)(h)(ii); 2 SS (JPIfP) Regs, reg 12*

05573 - 05579

## Decision-making and appeals

05580 A relevant decision can be superseded. It can also be revised at any time where it contains an error<sup>1</sup>.

*1 SS CS (D&A) Regs, reg 3(6A)*

05581 A relevant decision (whether as originally made or as revised) can be appealed by either the claimant or the partner<sup>1</sup>.

*1 SS (JPIfP) Regs 03, reg 14(3)*

05582 There is no right of appeal<sup>1</sup> against the supersession (referred to in DMG 05555) made to give effect to a reduction in benefit as a consequence of a relevant decision.

*1 SS Act 98, Sch 2, para 5A*

05583 - 05599



# Lone parents - final year quarterly interviews

## Introduction

05600 The general rule from 24.11.08 is that claimants entitled to IS **solely** on the grounds that they are a lone parent will be required to take part in a Wfl at quarterly intervals during their final year of entitlement to IS<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2ZA; SS (JPI) Regs, reg 4A*

05601 These changes are being phased in for new and existing IS claimants. They apply to lone parents who are required to take part in a Wfl under

1. the Work-focused interviews for lone parents scheme (DMG 05005 et seq) **or**
2. the Jobcentre Plus scheme (DMG 05305 et seq).

See DMG Chapter 20 for details of when the changes are being phased in for existing IS claimants.

05602 DMs should note that the guidance about

1. deferment<sup>1</sup> (see DMG 05063 & 05337)
2. waiver<sup>2</sup> (see DMG 05061 & 05335)
3. exemptions<sup>3</sup> (see DMG 05040, 05050 & 05340)
4. failure to take part<sup>4</sup> (see DMG 05080 et seq & 05361 et seq)

apply to quarterly Wfls in the same way as for existing Wfls.

*1 SS (Wfl for lone parents) Regs, reg 5(1); SS (JPI) Regs 02, reg 7(1); 2 SS (Wfl for lone parents) Regs, reg 6(1); SS (JPI) Regs 02, reg 6(1); 3 SS (Wfl for lone parents) Regs, reg 4; SS (JPI) Regs 02, reg 8; 4 SS (Wfl for lone parents) Regs, reg 8; SS (JPI) Regs 02, reg 12*

05603 Where a lone parent is entitled to IS because they are in more than one prescribed category, the normal requirements to take part in a Wfl continue to apply.

05604 This guidance also applies where the claimant moves from the lone parent prescribed category of person<sup>1</sup> to another, even if they have been required to take part in final year quarterly interviews before they move to another category.

*1 IS (Gen) Regs, Sch 1B, para 1*

### Example

Jane is a lone parent with three children who has been entitled to IS as a lone parent since May 2001. Jane is required to take part in a Wfl at quarterly intervals under the Lone Parent Obligations scheme<sup>1</sup> as her youngest child will reach the age of 12 on 3.9.09. Before this date, she sends in a medical certificate, and the IB DM determines that Jane is treated as incapable of work from 6.12.08 pending application of the PCA. The IS DM determines that IS entitlement can continue.

From the date that the IB DM makes the determination that she is treated as incapable of work, Jane is required to take part in a Wfl at six monthly intervals<sup>2</sup>. This is because, although she is no longer within the lone parent prescribed category of person, she is still a lone parent and entitled to IS. See DMG 05011 for the meaning of "lone parent"<sup>3</sup>. She is not required to take part in a Wfl under the IB Pathways to Work scheme 2008, because she is not a relevant claimant<sup>4</sup> (see DMG 05710 - 05712).

*1 SS (Wfl for lone parents) Regs, reg 2ZA(1); 2 reg 2(4) & (6)(b); 3 reg 1(4); IS (Gen) Regs, reg 2(1);*

*4 SS (IBWFI) Regs 08, reg 3(1)*

05605 - 05609

## Changes from 24.11.08

05610 A person

1. who is entitled to IS as a lone parent<sup>1</sup> **and**
2. who does not fall within any other prescribed category of persons **and**
3. whose only or youngest child is aged 9, 10 or 11<sup>2</sup>

is required to take part in a Wfl under either the scheme for Wfls for lone parents (see DMG 05005 et seq) or the Jobcentre Plus Wfl scheme (see DMG 05300 et seq).

*1 IS (Gen) Regs, reg 2(1); Sch 1B, para 1; SS (Wfl for lone parents) Regs, reg 2ZA(1); SS (JPI) Regs 02, reg 4A(1);  
2 SS (LP & Misc Amdts) Regs, reg 5 & 8*

05611 The requirement to take part in a Wfl applies every 13 weeks after the claimant

1. last took part **or**
2. last failed to take part **or**
3. was last treated as taking part

in an interview<sup>1</sup>.

*1 SS (Wfl for lone parents) Regs, reg 2ZA(2); SS (JPI) Regs 02, reg 4A(2)*

### Exception

05612 A lone parent

1. to whom DMG 05613 applies **and**
2. whose only or youngest child
  - 2.1 is aged 11 **and**
  - 2.2 reaches age 12 on or before 5.7.09

is not required to take part in an interview under the arrangements described in DMG 05610 - 05611. They remain subject to a requirement to take part in a Wfl under the provisions for lone parents in force before 24.11.08<sup>1</sup>.

*1 SS (LP & Misc Amdts) Regs, Sch, para 5*

05613 Special rules apply to a lone parent where

1. the person was entitled to IS as a lone parent immediately before 24.11.08 **and**
2. the person does not satisfy any other of the prescribed categories for entitlement to IS<sup>1</sup> **and**

3. on 24.11.08 that person is responsible for a child (or youngest child) aged 11 or over who is a member of that person's household<sup>2</sup>.

*1 IS (Gen) Regs, Sch 1B; 2 SS (LP & Misc Amdts) Regs, Sch, para 1(1)*

05614 These special rules bring in the changes for lone parents on different dates. See DMG Chapter 20 for detailed guidance on the prescribed categories of persons and the special rules affecting lone parents.

## Changes from 26.10.09

05615 From 26.10.09, the guidance at DMG 05610 - 05611 applies to lone parents whose only or youngest child is aged 6, 7, 8 or 9<sup>1</sup>.

*1 SS (LP & Misc Amdts) Regs, regs 6 & 9*





## Changes from 25.10.10

05616 From 25.10.10, the guidance at DMG 05610 - 05611 applies to lone parents whose only or youngest child is aged 6<sup>1</sup>.

*1 SS (LP & Misc Amdts) Regs, regs 7 & 10*



## Changes from 31.10.11

05617 From 31.10.11, the guidance at DMG 05610 - 05611 applies to lone parents whose only or youngest child is aged 4, 5 or 6<sup>1</sup>.

*1 SS (WfI for lone parents) Regs, reg 2ZA(1)(c); SS (JPI) Regs 02, reg 4A(1)(c)*



## Full time students and New Deal courses

05618 Transitional protection enables some lone parents who are full-time students or following a full-time course of training as part of New Deal for Lone Parents to remain entitled to IS for a limited period. This allows the LP to remain on IS until **at least** the date they cease attending the course<sup>1</sup> or the date their youngest child reaches the age at which benefit entitlement would have ended under the rules that were in place when they started their course whichever comes **first**.

**Note:** For detailed guidance see DMG Chapter 30.

*1 SS (LP & Misc Amdts) Regs, reg 13(5)*

05619 Where DMG 05618 applies, the lone parent is required to take part in a Wfl every 13 weeks as in DMG 05610 - 05611 and 05615 - 05617 even where the only or youngest child's age increases<sup>1</sup>.

*1 SS (LP & Misc Amdts) Regs, reg 13(5)(c)*

05620 - 05699



# IB Pathways to Work Scheme

## Introduction

05700 The following paragraphs give guidance about the IB Pathways to Work scheme<sup>1</sup>. The scheme started on 27.10.03, with a new scheme being introduced on 15.12.08 to align the requirement to take part in a Wfl as closely as possible to that for ESA claimants (see DMG Chapter 53).

*1 SS (IBWFI) Regs 08*

05701 - 05709





# Definitions

## Relevant claimant

- 05710 A relevant claimant<sup>1</sup> is a person who
1. is entitled to a specified benefit<sup>2</sup> **and**
  2. falls within one of the categories in DMG 05711<sup>3</sup> **and**
  3. is under pensionable age<sup>4</sup> **and**
  4. is not treated as incapable of work because they have a severe condition on the day on which the requirement to take part in a Wfl would have arisen<sup>5</sup> **and**
  5. is not a lone parent who is responsible for, and a member of the same household as, a child aged under one<sup>6</sup>.

*1 SS (IBWFI) Regs 08, reg 3(1); 2 reg 3(2); 3 reg 3(3); 4 reg 3(4); 5 reg 3(5); SS (IW) (Gen) Regs, reg 10;  
6 SS (IBWFI) Regs 08, reg 3(6)*

- 05711 A person falls within DMG 05710 **2.** where **at least** one of the following applies:
1. immediately before 15.12.08 the person<sup>1</sup>
    - 1.1 was a relevant person under other Wfl regulations as saved<sup>2</sup> (see Appendix 2 para 2 and Appendix 4 para 3) **or**
    - 1.2 was a relevant person under the SS (IBWFI) Regs 03<sup>3</sup> (see DMG 05715 - 05716)
  2. from 26.10.09, the person<sup>4</sup>
    - 2.1 is under 25 years of age **and**
    - 2.2 lives in a Jobcentre Plus Pathways area listed in Annex 8 **and**
    - 2.3 has been in receipt of a specified benefit for a continuous period of 12 months or more
  3. the person was subject to the Jobcentre Plus 2002 Scheme at any time before 26.10.09 by virtue of making a claim for or being entitled to a specified benefit<sup>5</sup>
  4. the person makes a claim for a specified benefit for a period beginning after 26.10.08 which is not treated as a claim for ESA<sup>6</sup> (see DMG Chapter 45).

*1 SS (IBWFI) Regs 08, reg 3(3)(a); 2 SS (Wfl) Regs 00, reg 2(2); SS (JPI) Regs 01, reg 2(2); SS (JPI) Regs 02, reg 16(2); 3 SS (IBWFI) Regs 03, reg 2; 4 SS (IBWFI) Regs 08, reg 3(3)(b); 5 reg 3(3)(c); SS (JPI) Regs 02, reg 2(1); 6 SS (IBWFI) Regs 08, reg 3(3)(d); ESA (Trans Provs) Regs, reg 2(2)*

- 05712 This means that all claimants entitled to a specified benefit who on 14.12.08 were required to take part in a Wfl under the former ONE service, the Jobcentre Plus pathfinder offices and extension sites, and the previous Pathways to Work Scheme, are from 15.12.08 required to take part in a Wfl under the new scheme.

05713 From 26.10.09 the only persons required to take part in a WFI under the Jobcentre Plus 2002 Scheme are claimants entitled to IS other than people who are incapable of work<sup>1</sup>. See DMG 20134 and 20182 for the meaning of persons incapable of work.

*1 IS (Gen) Regs, Sch 1B, paras 7, 24 or 25*

**Note:** Some IS claimants who are incapable of work may still be required to take part in a WFI under the Jobcentre Plus 2002 scheme - see DMG 05604.

05714 Claimants not required to take part in a Wfi under any of the previous schemes in DMG 05711 because they were not a relevant person continue not to be required to take part unless entitlement ends, and a claim is made for a specified benefit - see DMG 05711 4.. See DMG 45213 for guidance on claims for IB, SDA and IS on the grounds of incapacity made on or after 31.1.11.

## Relevant person

05715 A "relevant person" is<sup>1</sup> someone who

1. lives in an area listed in Annex 1 and makes a claim for a specified benefit on or after 27.10.97 **or**
2. lives in an area listed in Annex 2 and makes a claim for a specified benefit on or after 5.4.98 **or**
3. lives in an area listed in Annex 3 and makes a claim for a specified benefit on or after 31.10.05 **or**
4. lives in an area listed in Annex 4 and makes a claim for a specified benefit on or after 24.4.06 **or**
5. lives in an area listed in Annex 5 and makes a claim for a specified benefit on or after 30.10.06 **or**
6. lives in an area listed in Annex 6 and makes a claim for a specified benefit before, on or after 5.4.04 **or**
7. lives in an area listed in Annex 7 and makes a claim on or after 29.12.06 at an office of the DWP which is designated by the Secretary of State as a Pathways to Work office and who is entitled to a specified benefit under that claim.

*1 SS (IBWFI) Regs 03, reg 2*

05716 The areas referred to in 05715 7. are any areas other than those already listed in Annexes 1 to 6. Annex 7 lists all of the offices that, as at 29.12.06, were designated Pathways to Work offices.

## Pensionable age

05717 See DMG Chapter 75 for guidance about pensionable age.

05718 - 05719

## Specified benefit

05720 A specified benefit is<sup>1</sup>

1. IB **or**
2. IS paid because the claimant is<sup>2</sup>
  - 2.1 incapable of work **or**
  - 2.2 appealing against a decision embodying a determination that they are not incapable of work **or**
3. SDA.

**Note:** See DMG Chapter 20 for guidance on entitlement to IS on the grounds of incapacity from 30.12.09 and DMG Chapter 45 for guidance on claims for IB, SDA or IS on the grounds of incapacity made on or after 31.1.11.

*1 SS (IBWFI) Regs 08, reg 2(1); 2 IS (Gen) Regs, Sch 1B, paras 7, 24 or 25*

## Work-focused interview

05721 A Wfi is an interview with a relevant claimant to

1. assess that claimant's prospects of remaining in or obtaining work
2. assist or encourage them to remain in or obtain work
3. identify activities that they may undertake that will make remaining in or obtaining work more likely
4. identify training, educational or rehabilitation opportunities for the claimant which may make it more likely that they will remain in or obtain work, or be able to do so
5. identify current or future work opportunities, including S/E, relevant to their needs and abilities<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 4*

## Action plan

05722 An action plan is a written document completed by the person conducting the interview. It contains a record of the discussions in which the claimant participated in relation to their employability, including any action the claimant and person agree is reasonable and which the claimant is willing to take in order to help them enhance their job prospects<sup>1</sup>. The claimant must be provided with a copy of the action plan at the end of the Wfl<sup>2</sup>.

*1 SS (IBWFI) Regs 08, reg 7(1); 2 reg 7(2)*

## Relevant decision

05723 A relevant decision is a decision that the claimant has

1. failed to take part in a Wfl where required to do so **or**
2. not shown good cause for that failure within the time allowed<sup>1</sup>.

*1 SS A Act 92, s 2B(2)*

## Work-related activity component

05724 For the purposes of the benefit reduction in DMG 05770, WRAC means the amount specified in ESA legislation<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(13); ESA Regs, Sch 4, para 12*

## Benefit week

05725 Benefit week means any period of seven days corresponding to the week in which the specified benefit is due to be paid<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 2(1)*

## Lone parent

05726 A lone parent is<sup>1</sup> a person who is

1. not a member of a couple<sup>2</sup> **and**
2. responsible for and a member of the same household as a person under the age of 16.

*1 WR Act 07, s 24(3A); SS (IBWFI) Regs 08, reg 2(1); 2 SS CB Act 02, s 137(1)*

## **Treated as responsible for a child aged under one**

05727 A claimant who is a lone parent is treated as responsible for, and a member of the same household as, a child aged under one in accordance with IS legislation<sup>1</sup> - [see DMG 22031 et seq.](#)

*1 IS (Gen) Regs, reg 15 & 16; SS (IBWFI) Regs 08, reg 2(3)*

05728 - 05739



## Requirement to take part in a Work-focused interview

- 05740 A relevant claimant is required to take part in one or more Wfls as a condition of continuing entitlement to the full amount of the specified benefit payable<sup>1</sup> (but see below for exceptions).

*1 SS (IBWFI) Regs 08, reg 5(1)*

### Claimant due to start work

- 05741 The DM or provider may determine that the requirement in DMG 05740 is not applied, or is treated as not applying, where the interview would not be, or would not have been, of assistance because the claimant is or was likely to be starting or returning to work<sup>1</sup>. Where this applies, the DM treats the claimant as having taken part in that interview for the purposes of continuing entitlement to the full amount of the specified benefit<sup>2</sup>.

*1 reg 5(2); 2 reg 5(3)*

### Deferral

- 05742 A requirement to take part in a Wfl may be deferred or treated as having been deferred by the DM or provider if at the time the Wfl is or was due to take place, the interview would not at that time be or have been of assistance to the claimant or appropriate in the circumstances<sup>1</sup>. The deferral can be made at any time after the requirement to take part is imposed, including after the Wfl was due to take place or took place<sup>2</sup>. Where a Wfl is deferred, the time that the Wfl is to take place must be re-determined and notified to the claimant<sup>3</sup>.

*1 reg 5(4); 2 reg 5(5); 3 reg 5(6)*

### Requirement ends

- 05743 Any requirement to take part in a Wfl ceases to have effect if the claimant is no longer a relevant claimant<sup>1</sup>.

*1 reg 5(7)*

05744 - 05749





## Work-focused interview

05750 Where a relevant claimant is required to take part in a Wfl, they must be notified in writing or otherwise of the date, time and place of the interview<sup>1</sup>. The Wfl can take place in the claimant's home if it is determined that attendance elsewhere would cause undue inconvenience to, or endanger the health of the claimant<sup>2</sup>.

*1 SS (IBWFI) Regs 08, reg 6(1); 2 reg 6(2)*

## Taking part in a Work-focused interview

05751 A claimant is regarded as having taken part in a Wfl<sup>1</sup> if they

1. attend at the place and on the date and time notified
2. provide information (if requested by the person conducting the interview) about any of the following<sup>2</sup>
  - 2.1 educational qualifications and vocational training
  - 2.2 work history
  - 2.3 future work aspirations
  - 2.4 work skills
  - 2.5 work-related abilities
  - 2.6 caring or childcare responsibilities
  - 2.7 paid or unpaid work being undertaken
3. participate in discussions as considered necessary by the person conducting the interview about any of the following<sup>3</sup>
  - 3.1 any activity the claimant is willing to undertake or has previously undertaken which may make obtaining or remaining in work more likely
  - 3.2 any progress the claimant may have made towards remaining in or obtaining work
  - 3.3 the claimant's opinion on how their ability to remain in or obtain work is restricted by their physical or mental condition
4. assist the person conducting the interview in the completion of an action plan (see DMG 05722 for guidance on the action plan).

*1 reg 6(3); 2 reg 6(4); 3 reg 6(5)*

05752 - 05759



## Failure to take part in a Work-focused interview

05760 A claimant who fails to take part in a Wfl where required must show good cause within five working days of the date on which the failure is notified<sup>1</sup>. Where it is posted, the notification is taken to have been received on the second working day after posting<sup>2</sup>.

*1 SS (IBWFI) Regs 08, reg 8(1); 2 reg 2(2)*

### Example

The claimant is due to take part in a Wfl on 15.1.09, but fails to attend. The notification is posted on 16.1.09, and is treated as received on 20.1.09. The five working days begins on 21.1.09, and ends on 27.1.09.

### Good cause

05761 The matters to be taken into account when making a determination about good cause include that

1. the claimant misunderstood the requirement to take part in a Wfl due to
  - 1.1 any learning, language or literacy difficulties of the claimant **or**
  - 1.2 any misleading information given to them by the Secretary of State (including providers)
2. the claimant had transport difficulties, and no reasonable alternative was available
3. the claimant was attending an interview with an employer with a view to remaining in or obtaining employment
4. the claimant was pursuing employment opportunities as a S/E earner
5. the claimant was attending a medical or dental appointment which it would have been unreasonable to rearrange
6. the claimant was accompanying another person for whom they had caring responsibilities to a medical or dental appointment which it would have been unreasonable to rearrange
7. the claimant, a dependant or another person for whom the claimant provides care suffered an accident, sudden illness or relapse of a physical or mental health condition
8. the claimant was attending the funeral of a relative or close friend on the date of the Wfl

9. the claimant's physical or mental condition made it impossible to attend the Wfl at that time and place
10. the established customs and practices of the claimant's religion prevented attendance on the date or time of the Wfl
11. any other matter the Secretary of State considers appropriate<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 8(2)*

05762 Where it is determined that the claimant has failed to take part in a Wfl and good cause has not been shown within five working days, the DM makes a relevant decision<sup>1</sup>.

*1 reg 8(3)*

05763 - 05769

## Reduction of specified benefit

05770 When a relevant decision has been made, the claimant's benefit is reduced<sup>1</sup>

1. by an amount equivalent to 50% of the WRAC in each of the first four benefit weeks to which the reduction applies following supersession<sup>2</sup>
2. by an amount equivalent to 100% of the WRAC for each subsequent benefit week.

**Note:** See DMG 05724 for the meaning of the WRAC.

*1 SS (IBWFI) Regs 08, reg 9(1); 2 SS Act 98, s 10; SS CS (D&A) Regs, reg 6(2)(h)(i) & 7(25)(a)*

05771 If two or more specified benefits are in payment, a reduction is to be applied to them in the following order of priority

1. IS
2. IB
3. SDA<sup>1</sup>.

But see DMG 05772 - 05773 for exceptions to this rule.

*1 SS (IBWFI) Regs 08, reg 9(2)*

05772 If the amount of the reduction is greater than some, but not all, of the specified benefits, the reduction is made against the first benefit in the list at DMG 05771 which is the same as, or greater than the amount of the reduction<sup>1</sup>. In order to apply this rule, ten pence is added to the amount of the reduction<sup>2</sup>.

*1 SS (IBWFI) Regs 08, reg 9(3); 2 reg 9(4)*

05773 Where the whole of the reduction cannot be applied to one specified benefit because the amount of no one benefit is the same as or greater than the reduction, the reduction is applied to each benefit in payment in the order of priority in DMG 05771 until the whole of the reduction is exhausted, or the amount of benefits are exhausted if less than the amount of the reduction<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(5)*

05774 The claimant's benefit is reduced as in DMG 05770 each time a relevant decision is made<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(7)*

05775 The amount of specified benefit cannot be reduced

1. below ten pence
2. in relation to more than one relevant decision for a particular Wfl
3. by more than 100% of the WRAC<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(12)*

05776 The effect of DMG 05774 - 05775 is that, although it is possible to impose more than one benefit reduction, in practice this is unlikely to occur.

### **Example**

The claimant is entitled to IB, and is notified that he is required to take part in a Wfl on 12.1.09. He fails to attend, and a reduction of benefit amounting to 50% of the WRAC is imposed from 27.1.09. The reduction is due to increase to 100% of the WRAC from 24.2.09. The claimant is required to take part in a further Wfl on 9.2.09, but again fails to attend. As his benefit is already subject to the maximum reduction possible, a further reduction cannot be imposed.

05777 If the rate of benefit payable changes, for example following uprating or a change of circumstances, all the reduction rules (including the amount of the reduction where appropriate) apply to the new rates from the beginning of the first benefit week following the change<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(6)*

## **Claimant takes part in a Work-focused interview**

05778 Where a claimant whose benefit has been reduced later takes part in a Wfl, the whole of the reduction stops from the first day of the benefit week when they took part<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(8)*

## **Claimant ceases to be a relevant claimant**

05779 Where a claimant whose benefit has been reduced

1. ceases to be a relevant claimant **or**
2. reaches pensionable age

and the requirement to take part in a Wfl no longer applies, the whole of the reduction stops from the first day of the benefit week when they ceased to be a relevant claimant<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 9(9)*

## **Reduction does not apply**

05780 The reduction in DMG 05770 does not apply where the claimant

1. brings new facts to the DM's notice within one month of the date on which the claimant was notified that they have failed to take part in a Wfl **and**

- 1.1 those facts could not reasonably have been brought to the DM's attention within five working days of the date on which the notification was received **and**
  - 1.2 those facts show that there is good cause for the claimant's failure to take part in a Wfl **or**
2. is no longer required to take part in a Wfl as a condition of continuing to receive the full amount of specified benefit payable **or**
3. reaches pensionable age<sup>1</sup>.

**Note:** See DMG 05790 et seq for guidance on revision and supersession where the reduction does not apply.

*1 SS (IBWFI) Regs 08, reg 9(11)*

## **Consequences of reduction for other benefits**

- 05781 When calculating the amount of any specified benefit payable for the purposes of another benefit, the claimant is treated as receiving the amount of benefit that would be payable if a reduction had not been applied<sup>1</sup>. For example, where the DM is calculating the amount of IB payable for the purposes of the overlapping benefit rules, the full amount of IB is used to make that calculation, not the reduced amount.

*1 SS (IBWFI) Regs 08, reg 9(10)*

05782 - 05789





## Decision Making and Appeals

- 05790 A relevant decision can be revised at any time if it contains an error<sup>1</sup>.  
*1 SS CS (D&A) Regs, reg 3(6A)*
- 05791 Where DMG 05780 **1.** applies, the relevant decision is revised so that it does not take effect at all, and the consequences in DMG 05770 et seq do not apply<sup>1</sup>.  
*1 reg 3*
- 05792 Where DMG 05780 **2.** or **3.** applies, the decision reducing the benefit in payment is superseded<sup>1</sup>. The effective date rules for supersession on a change of circumstances apply.  
*1 reg 6(2)(h)(ii)*
- 05793 A relevant decision (whether or not it has been revised or superseded) carries the right of appeal to a FtT<sup>1</sup>. There is no separate right of appeal against the supersession decision reducing benefit as a result of the relevant decision<sup>2</sup>.  
*1 SS (IBWFI) Regs 08, reg 10; 2 SS Act 98, Sch 2, para 2A*
- 05794 See DMG Chapter 03, 04 and 06 for guidance on revision, supersession and appeals.



## Reduction under previous WFI Scheme

05795 Although the 2003 Regulations have been revoked<sup>1</sup>, where a person's benefit had been reduced under those provisions, that reduction continues<sup>2</sup>.

*1 SS (IBWFI) Regs 08, reg 12(1); 2 reg 12(4)*

05796 Similarly, where a person's benefit had been reduced under the Jobcentre Plus 2002 Scheme, that reduction continues at the same rate<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 12; SS (IBWFI) Regs 08, reg 12(4A) & (4B)*

05797 DMs should note that each reduction in these cases continues to be an amount equivalent to 20% of the IS applicable amount for a single claimant aged 25 or over at the date the reduction begins<sup>1</sup>.

*1 SS (IBWFI) Regs 03, reg 10(2); SS (JPI) Regs 02, reg 12(2)(c)*

05798 The reduction ends when any of the circumstances in DMG 05778 - 05780 apply. Any further reduction is made under DMG 05770<sup>1</sup>.

*1 SS (IBWFI) Regs 08, reg 12(5)*

05799



## Effect on Jobcentre Plus interviews

05800 Persons who are subject to the IB Wfl Regulations are exempt from any requirement for interview that might arise under the Jobcentre Plus Interviews Regulations<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 8(3)*



# Work-related activity

## Introduction

05801 Lone parents of children aged 3 or over but under 5 and who are entitled to IS may be required to undertake work-related activity<sup>1</sup> as condition of entitlement to the full amount of benefit.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014;  
2 SS A Act 92, s 2D(9) (d)*

## Work-related activity

05802 The Secretary of State may require a person who satisfies the conditions in paragraph 05803 to undertake work-related activity as a condition of continuing to be entitled to the full amount of IS<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 2(1)*

05803 The conditions referred to in paragraph 05802 are that the person is<sup>1</sup>

1. entitled to IS
2. subject to a requirement under prescribed legislation regarding entitlement to take part in Wfls<sup>2</sup>
3. not a lone parent of a child under age 3 **and**
4. entitled to IS purely on the basis of a being a lone parent<sup>3</sup>

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 2(2); 2 reg 2(2) (b); 3 reg 2(2)(d)*

05804 A requirement imposed on the claimant to undertake work-related activity

1. must be reasonable in the view of the Secretary of State, having regard to the person's circumstances **and**
2. may not require the person to apply for a job or undertake work, whether as an employee or otherwise<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 2(3)*

## Notification of work-related activity

05804 The Secretary of State must notify<sup>1</sup> a person of a requirement to undertake work-related activity by including the requirement in a written action plan which is given to the person. The action plan must contain

1. particulars of the work-related activity which the person is to undertake **and**

2. any other information that the Secretary of State considers appropriate.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 3*

## **Requirement to undertake work-related activity not to apply**

05805 The Secretary of State may determine that a requirement as to the time at, or by, which work-related activity is to be undertaken is

1. not to apply **or**
2. to be treated as not having applied

if in the view of the Secretary of State it would be, or would have been, unreasonable to require the person to undertake activity at or by that time<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 4*

## **Reconsideration of action plan**

05806 A person may request that an action plan is reconsidered. Upon receipt of this request the Secretary of State must

1. reconsider the action plan **and**
2. give the person who requested the reconsideration a decision in writing<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 5*

## **Failure to undertake work-related activity**

05807 A person who is required to undertake work-related activity but fails to do so must show good cause for the failure before the end of 5 working days beginning with the date on which the Secretary of State gives notice to the person of that failure<sup>1</sup>.

**Note:** “Working day” means any day other than a Saturday, a Sunday, Christmas Day, Good Friday or a day which is a bank holiday.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 6(1)*

05808 The Secretary of State must determine whether a person who is required to undertake work-related activity has

1. failed to do so **and**
2. shown good cause for the failure<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 6(2)*

05809 In a case where within one month of the date on which the Secretary of State gave notice to a person of their failure to undertake work-related activity



1. the person brings new facts to the attention of the Secretary of State which could not reasonably have been brought to their attention within the period specified in paragraph 5807 **and**
2. those facts show that the person had good cause for failing to undertake work-related activity

then the period of 5 working days specified in paragraph 05807 is modified to read “one month”<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 6(3)*

05810 Where a notice is issued as in paragraph 05807 is sent by post then the notice is taken to have been received on the second working day after it is sent<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 6(4)*

## **Good cause**

05811 Matters to be taken into account for the determination of good cause as in paragraph 05808 include that<sup>1</sup>

1. the person misunderstood the requirement to undertake work-related activity due to any learning, language or literacy difficulties of the person or any misleading information given to them by the Secretary of State
2. the person was attending a medical or dental appointment, or accompanying someone for whom they have caring responsibilities to such an appointment and that it would have been unreasonable, in the circumstances, for the person to undertake work-related activity
3. the person had difficulties with their normal mode of transport and that no reasonable alternative was available
4. the established customs and practice of their religion prevented them from undertaking work-related activity on that day or at that time
5. the person was attending an interview with an employer with a view to obtaining employment
6. the person was pursuing employment opportunities as a S/E earner
7. the person, a dependent of the person or someone for whom the person provides care suffered an accident, sudden illness or relapse of a physical or mental health condition
8. the person was attending the funeral of a close friend or relative on the day fixed for the work-related activity

9. a disability from which the person suffers made it impracticable to attend at the time fixed for the work-related activity
10. there was an issue regarding the availability of childcare.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 7*

## Reduction of IS

05812 Where the Secretary of State has determined that a person who was required to undertake work-related activity has failed to do so and has not shown good cause for that failure as in paragraphs 05807 - 05811 then the amount of IS payable to that person is reduced<sup>1</sup> as in paragraph 05813 - but see paragraphs 05814 and 05815

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 8(1)*

05813 The amount of the reduction of IS in relation to each failure is 20% of the applicable amount for a single IS claimant aged not less than 25<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 8(2); IS (Gen) Regs, Sch 2, para 1(1) (e)*

05814 The amount of IS payable in any benefit week as a result of paragraph 05812 is not to be reduced below 10p<sup>1</sup>.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 8(3)*

05815 The amount of IS payable is not to be reduced<sup>1</sup> in accordance with paragraph 05812 if that amount is, at the time a determination falls to be made in respect of the current failure

1. being paid at a reduced rate as in paragraphs 05812 and 05813 **or**
2. being paid at a reduced rate in accordance with prescribed regulations<sup>2</sup> **and**
3. was last reduced not more than 2 weeks before the date of the current failure.

**Note 1:** "Benefit week" means any period of 7 days corresponding to the week in respect of which IS is due to be paid<sup>3</sup>.

**Note 2:** "Current failure"<sup>4</sup> means a failure which, in relation to any person, may lead to a reduction in IS as in paragraph 05812 in relation to which the Secretary of State has not yet determined whether the amount of IS payable to the person is to be reduced.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 8(4);*

*2 SS (WfI for lone parents) Regs, reg 7(3)(b) & 8; SS (JPI) Regs 02, reg 12(2)(c);*

*3 & 4 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 8(5)*

## Circumstances where a reduction ceases to have effect

05816 The reduction in IS set out in paragraph 05812 in respect of failure to undertake work-related activity ceases to have effect<sup>1</sup> from whichever is the earlier of

1. the date on which the person is no longer required to take part in work-related activity as a condition of continuing to be entitled to the full amount of benefit which is payable **or**
2. the first day of the benefit week in which the person satisfies a compliance condition.

**Note:** A compliance<sup>2</sup> condition means a requirement to undertake work-related activity or take part in a Wfl.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 9 (1);  
2 reg 9(2)*

## Restrictions on availability

05817 A person may restrict<sup>1</sup> the times at which they are required to undertake work-related activity. However a person may not restrict the times at which they are required to undertake work-related activity to exclude<sup>2</sup>

1. their child's normal school hours **or**
2. any period during which the person entrusts temporary supervision of their child to a person over the age of 18 (not including any form of health care for the child).

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 10(1); 2 reg 10(2)*

## Contracting out

05818 Functions of the Secretary of State which may be exercised by, or by employees of, such person (if any) as the Secretary of State may authorise for that purpose<sup>1</sup> are

1. a requirement to undertake work-related activity
2. notification of work-related activity
3. a requirement to undertake work-related activity at a certain time not to apply
4. reconsideration of action plans.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 11*

## Decision making and appeals

### Revision

05819 A decision made in consequence of a determination that the claimant failed to satisfy a requirement in relation to work-related activity<sup>1</sup> as in paragraph 05808 may be

revised at any time<sup>2</sup> if it contained an error which the claimant did not materially contribute to.

*1 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 6(2); SS CS (D&A) Regs, reg 3(7CD)*

## Supersession

05820 The grounds for supersession of decisions are extended<sup>1</sup> to enable a decision to be made to supersede the award of IS where there has been a determination made that a person has failed to undertake work-related activity or that such a decision ceases to have effect<sup>2</sup>.

*1 SS CS (D&A) Regs, reg 6(2) (t) & 6(2) (u); 2 The Income Support (Work-Related Activity) and Miscellaneous Amendments Regulations 2014, reg 6(2) & 9(1)*

05821 The effective date for supersession of the IS award is the first day of the

1. next benefit week following the day on which the failure determination was made<sup>1</sup> **or**
2. benefit week in which the reduction ceased to have effect<sup>2</sup>

*1 SS CS (D&A) Regs, reg 7(41); 2 reg 7(42)*

## Example

Jade has a child aged 4. She is entitled to IS solely on the basis of being a lone parent. Jade is advised that she is required to undertake work-related activity. Specifically she is asked to complete a CV and bring it with her to an interview. Jade fails to do this and fails to answer a letter asking her why she did not complete a CV. On 9.5.14. The DM determines that Jade does not have good cause for failing to undertake work-related activity. Consequently Jade's award of IS is superseded from 13.5.14 (the first day of her next benefit week). The award of IS is reduced by £14.48 a week which is 20% of £72.40 (the applicable amount for a single person aged not less than 25).

Jade comes into the office on 27.5.14 and says that she has now completed a CV. This is the first day of her benefit week and her award of IS is superseded from 27.5.14 so as to remove the reduction.

05822 - 05999

## Annex 1 - Areas where work-focused interviews for claimants start on 27.10.03

1. the areas of -

Amber Valley Borough Council;

Bolsover District Council excluding the postcode districts of S43 4, NG19 7 and S80 4;

Chesterfield Borough Council;

Derby City Council;

Derbyshire Dales District Council excluding the postcode districts of S32 and S33;

Erewash Borough Council;

High Peak Borough Council excluding the postcode districts of S32 and S33;

South Derbyshire District Council;

2. North East Derbyshire District Council **excluding** the postcode districts of

S12 3A

S12 3U

S12 3B

S12 3XA

S12 3D

S12 3XB

S12 3E

S12 3XE

S12 3F

S12 3XH

S12 3G

S12 3XL

S12 3H

S12 3XQ

S12 3J

S17 3

S12 3L

S11 7

3. the following postcode districts -

CF31

CF32 **excluding** the following parts:

CF32 OP

CF32 OTD

CF32 OQ

CF32 OTE

CF32 OR

CF32 OTF

CF32 OS

CF32 OTH

CF32 OTA

CF32 OTL

CF32 OTB

CF32 OTN

CF33 **excluding** the following parts:

CF33 6PS

CF33 6RB

CF33 6PT

CF33 6RD

CF33 6PU

CF33 6RL

CF33 6RA

CF34

CF35 **excluding** the following parts:

CF35 5AB

CF35 5DD

CF35 5AD

CF35 5DE

CF35 5AE

CF35 5DF

CF35 5AF

CF35 5DG

CF35 5AG

CF35 5DH

CF35 5AH

CF35 5DL

CF35 5AL

CF35 5DN

CF35 5AN

CF35 5DP

CF35 5AR

CF35 5DR

CF35 5AS	CF35 5DS
CF35 5AY	CF35 5DT
CF35 5BA	CF35 5DU
CF35 5BB	CF35 5DW
CF35 5BD	CF35 5DY
CF35 5BE	CF35 5EA
CF35 5BG	CF35 5EB
CF35 5BH	CF35 5ED
CF35 5BJ	CF35 5EE
CF35 5BL	CF35 5EF
CF35 5BN	CF35 5EG
CF35 5BP	CF35 5HY
CF35 5BQ	CF35 5RG
CF35 5BW	CF35 5RH
CF35 5BY	CF35 5S
CF35 5BZ	CF36 to CF45
CF35 5DA	

CF72 8 **excluding** the following parts: CF72 8JU to CF72 8JZ

CF72 9

CF15 7 **excluding** the following parts:

CF15 7A	CF15 7NH to CF15 7NX
CF15 7H	CF15 7UG to CF15 7UW
CF15 7JL to CF15 7JZ	CF15 7W to CF15 7Z
CF15 7L	FK20 8SB

G78

G82 5BT	G82 5EP	G82 5EW to G82 5EZ
G82 5EN	G82 5ER to G82 5ET	G82 5HB
G82 5HD to G82 5HH	G82 5JH	G82 5JW to G82 5JZ
G82 5HL	G82 5JJ	G82 5L
G82 5HN	G82 5JQ	G82 5N
G82 5HQ	G82 5JT	G82 5P to G82 5Q
G82 5HW	G82 5JU	G82 5Y

G83 7A	G83 7DW	G83 8RA
G83 7B	G83 7E	G83 8RB
G83 7DA	G83 7Y	G83 8RD to G83 8RH
G83 7DB	G83 8NT	G83 8RQ
G83 7DD to G83 7DH	G83 8NU	G83 8SZ
G83 7DJ	G83 8NX to G83 8NZ	G83 8T
G83 7DL	G83 8PA	G83 8W
G83 7DN	G83 8PB	G84;
G83 7DP to G83 7DU	G83 8PD to G83 8PG	

PA1

PA2 0	PA2 8N	PA2 8UQ
PA2 6 to PA2 8B	PA2 8P to PA2 8T	PA2 8UT
PA2 8D	PA2 8UD	PA2 8UU
PA2 8E	PA2 8UE	PA2 8UW to PA2 8UY
PA2 8H	PA2 8UG	PA2 8W
PA2 8J	PA2 8UJ	PA2 8Y
PA2 8L	PA2 8UL	PA2 9



PA3 1 to PA3 4

PA4 to PA10

PA11 3A	PA11 3NU	PA11 3QJ
PA11 3B	PA11 3NW to PA11 3NZ	PA11 3QL
PA11 3D	PA11 3PA	PA11 3QN
PA11 3E	PA11 3PB	PA11 3QP to PA11 3QT
PA11 3H to PA11 3J	PA11 3PD to PA11 3PH	PA11 3QW to PA11 3QZ
PA11 3L	PA11 3PJ	PA11 3RA
PA11 3NA	PA11 3PL	PA11 3RB
PA11 3NB	PA11 3PN	PA11 3RD
PA11 3ND to PA11 3NG	PA11 3PP to PA11 3PU	PA11 3RE
PA11 3NL	PA11 3PW to PA11 3PZ	PA11 3RG
PA11 3NN	PA11 3QA	PA11 3RH
PA11 3NP to PA11 3NR	PA11 3QB	PA11 3RL
PA11 3NT	PA11 3QD to PA11 3QH	PA11 3RN
PA11 3RP to PA11 3RU	PA11 3SD to PA11 3SH	PA11 3SP to PA11 3SU
PA11 3RX to PA11 3RZ	PA11 3SJ	PA11 3SW to PA11 3SZ
PA11 3SA	PA11 3SL	PA11 3T
PA11 3SB	PA11 3SN	PA11 3Y

PA12

PA13 4A	PA13 4N	PA13 4PP to PA13 4PU
PA13 4B	PA13 4PA	PA13 4PW to PA13 4PZ
PA13 4D	PA13 4PB	PA13 4Q to PA13 4T
PA13 4E	PA13 4PD to PA13 4PH	PA13 4W
PA13 4H	PA13 4PJ	PA13 4Y

PA13 4J	PA13 4PL	PA13 4Z
PA13 4L	PA13 4PN	
PA14 5	PA14 6PN	PA14 6U
PA14 6A	PA14 6PP to PA14 6PT	PA14 6WA
PA14 6B	PA14 6PW	PA14 6WD to PA14 6WF
PA14 6D	PA14 6Q to PA14 6TA	PA14 6X
PA14 6E	PA14 6TD	PA14 6YA
PA14 6H	PA14 6TE	PA14 6YB
PA14 6J	PA14 6TG	PA14 6YD to PA14 6YH
PA14 6L	PA14 6TH	PA14 6YJ
PA14 6N	PA14 6TJ	PA14 6YL
PA14 6PA	PA14 6TL	PA14 6YN
PA14 6PB	PA14 6TN	PA14 6YP to PA14 6YU
PA14 6PD to PA14 6PH	PA14 6TP	PA14 4YW to PA14 6YZ
PA14 6PJ	PA14 6TR	
PA14 6PL	PA14 6TS	

PA15 and PA16

PA18 to PA33

PA34 4	PA34 5N to PA34 5P	PA34 5UL
PA34 5A	PA34 5QA	PA34 5UN
PA34 5B	PA34 5QD	PA34 5UQ
PA34 5D	PA34 5QE	PA34 5Y
PA34 5E	PA34 5R to PA34 5T	
PA34 5H to PA34 5J	PA45 5UG to PA34 5UJ	

PA35 to PA37

PA38 4BA

PA38 4BJ

PA38 4DJ

PA38 4BB

PA38 4BL

PA38 4DL

PA38 4BD

PA38 4BN

PA38 4DN

PA38 4BE

PA38 4BQ

PA38 4DP to PA38 4DR

PA38 4BG

PA38 4DB

PA38 4BH

PA38 4DD to PA38 4DH

PA60 to PA78



## **Annex 2 - Areas where work-focused interviews for claimants start on 5.4.04**

1. the areas of -
  - Basildon District Council
  - Braintree District Council
  - Brentwood District Council
  - Castle Point District Council
  - Chelmsford Borough Council
  - Colchester Borough Council
  - Epping Forest District Council
  - Harlow District Council
  - Maldon District Council
  - Rochford District Council
  - Southend on Sea Borough Council
  - Tendring District Council
  - Thurrock Borough Council
  - Uttlesford District Council
2. the following postcode districts -
  - BB1 to BB12
  
  - BB18
  
  - DH2
  
  - DH3

DH9 0RY                      DH9 0RZ                      DH9 0SA

NE8

NE9 5	NE9 7L	NE9 7T
NE9 6	NE9 7NA	NE9 7UA
NE9 7A	NE9 7NB	NE9 7UB
NE9 7B	NE9 7ND	NE9 7UD
NE9 7D	NE9 7QA	NE9 7UP
NE9 7E	NE9 7QB	NE9 7US to NE9 7UU
NE9 7H	NE9 7QD to NE9 7QF	NE9 7UX
NE9 7J	NE9 7SP	NE9 7UY
NE9 7W	NE9 7XN	NE9 7YJ
NE9 7XA	NE9 7XP to NE9 7XU	NE9 7YL
NE9 7XB	NE9 7XY	NE9 7YN
NE9 7XD to NE9 7XH	NE9 7YA	NE9 7YP
NE9 7XJ	NE9 7YB	NE9 7YS
NE9 7XL	NE9 7YD to NE9 7YH	

NE10

NE11

NE15 8NR

NE16 3	NE16 5EB	NE16 5EP to NE16 5EU
NE16 4	NE16 5ED to NE16 5EF	NE16 5EW
NE16 5A	NE16 5EH	NE16 5EX

NE16 5B	NE16 5EL	NE16 5H
NE16 5D	NE16 5EN	NE16 5J
NE16 5L	NE16 6AB	NE16 6NU
NE16 5N	NE16 6AD	NE16 6NX
NE16 5P to NE16 5U	NE16 6AE	NE16 6PA
NE16 5W to NE16 5Z	NE16 6BE	NE16 6PB
NE16 6AA	NE16 6BG	NE16 6PD to NE16 6PG
NE17 7AA	NE17 7BA	NE17 7HE
NE17 7AB	NE17 7BB	NE17 7HS
NE17 7AD to NE17 7AH	NE17 7BD	NE17 7HU
NE17 7AJ	NE17 7BP	NE17 7HX to NE17 7HZ
NE17 7AN	NE17 7BS to NE17 7BU	NE17 7J
NE17 7AP	NE17 7BX to NE17 7BZ	NE17 7L
NE17 7AQ	NE17 7D	NE17 7QE
NE17 7AR	NE17 7E	NE17 7TE
NE17 7AS	NE17 7HA	NE17 7TF to NE17 7TH
NE17 7AW	NE17 7HB	NE17 7TJ
NE17 7AZ	NE17 7HD	NE17 7TL
NE36 0E	NE36 0L	NE36 0W
NE36 0H	NE36 0N	NE36 0Y
NE36 0J	NE36 0P to NE36 0U	NE37 3JB
NE39 1	NE39 2	
NE40		

NE41 8JD	NE41 8JH	NE41 8JN
NE41 8JE	NE41 8JJ	NE41 8JQ
NE41 8JG	NE41 8JL	NE41 8JW

NE42 5NL	NE42 5NP	NE42 5NW
NE42 5NN	NE42 5NR	

NE82

NE85 2NE

NE98 1B	NE98 1X	NE98 1YL
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OL12 8AA to ZZ

OL13

SR5 1RP

SR6 7A	SR6 7L	SR6 7NP to SR6 7NT
SR6 7B	SR6 7NA	SR6 7NW
SR6 7D	SR6 7ND to SR6 7NH	SR6 7NZ
SR6 7E	SR6 7NJ	SR6 7P to SR6 7T
SR6 7H	SR6 7NN	SR6 7W to SR6 7Y
SR6 7J		



### **Annex 3 - Areas where work-focused interviews for claimants start from 31.10.05**

(a) the areas of -

Cumbria County Council

Darlington Borough Council

Glasgow City Council

Hartlepool Borough Council

Middlesbrough Borough Council

Redcar and Cleveland Borough Council

Stockton Borough Council **and**

(b) the following postcode districts -

FY1            FY2            FY3            FY4            FY5            FY6

FY7            FY8

L39            L40

LA1            LA2            LA3            LA4            LA5            LA6

PR1            PR2            PR3            PR4            PR5            PR6

PR7            PR9            PR25            PR26

WN8



## Annex 4 - Areas where work-focused interviews for claimants start from 24.4.06

(a) the areas of -

Barnsley Metropolitan Borough Council

City of Sunderland Council

Chester-le-Street District Council

Doncaster Metropolitan Borough Council

Durham City Council

East Dunbartonshire Council

Easington District Council

North Lanarkshire Council

Rotherham Metropolitan Borough Council

Sedgefield Borough Council

South Lanarkshire Council **and**

(b) the following postcode districts -

CF33 6PS    CF33 6PT    CF33 6PU    CF33 6RA    CF33 6RB    CF33 6RC

CF33 6RD    CF33 6RL

CH41        CH42        CH43        CH43        CH45        CH46

CH47        CH48        CH49        CH60        CH61        CH62

CH63

DH6 0        DH7 0        DH8 0        DH8 5        DH8 6        DH8 7

DH8 8        DH8 9        DH9 6        DH9 7        DH9 8        DH9 9

DL2 3        DL11        DL12 0        DL12 8        DL12 9        DL13 1

DL13 2	DL13 3	DL13 4	DL13 5	DL14 0	DL14 6
DL14 7	DL14 8	DL14 9	DL15 0	DL15 8	DL15 9
G13 0	G13 4	G14 0	G60	G63 0	G81 1
G81 2	G81 3	G81 4	G81 5	G81 6	G82 1
G82 2	G82 3	G82 4	G82 5	G83 0	G 83 8
G 83 9					
L1	L2	L3	L4	L5	L6
L7	L8	L9	L11	L12	L13
L15	L16	L17	L18	L19	L24
L25	L26	L27			
M1	M2	M3	M4	M5	M6
M7	M8	M9	M11	M12	M13
M14	M15	M16	M17	M18	M19
M20	M21	M22	M23	M27	M28
M30	M31	M32	M33	M38	M40
M41	M44	M50	M60	M90	
NE16 6					
SA1	SA2	SA3	SA4	SA5	SA6
SA7	SA8	SA9 2	SA10 6	SA10 7	SA10 8
SA10 9	SA11 1	SA11 2	SA11 3	SA11 4	SA11 5

SA12 6	SA12 7	SA12 8	SA12 9	SA13 1	SA13 2
SA13 3	SA14	SA15	SA16	SA17	SA18
SA19 2	SA19 6	SA19 7	SA19 8	SA19 9	SA20 0
SA20 1	SA20 6	SA31	SA32	SA33	SA34
SA35	SA36	SA37	SA38	SA39	SA41
SA42	SA43	SA44	SA45	SA46	SA47
SA48	SA61	SA62	SA63	SA64	SA65
SA66	SA67	SA68	SA69	SA70	SA71
SA72	SA73				

SY23	SY24	SY25
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WA13 9SR	WA13 9SS	WA13 9ST	WA13 9SU	WA13 9SV	WA13 9SW
WA13 9SX	WA13 9SY	WA13 9SZ	WA13 9TA	WA13 9TB	WA13 9TC
WA13 9TD	WA13 9TE	WA13 9TF	WA13 9TG	WA13 9TH	WA13 9TI
WA13 9TJ	WA13 9TK	WA13 9TL	WA13 9TM	WA13 9TN	WA13 9TO
WA13 9TP	WA13 9TQ	WA13 9TR	WA13 9TS	WA13 9TT	WA13 9TU
WA13 9TV	WA13 9TW	WA13 9TX	WA13 9TY	WA13 9TZ	WA13 9UA
WA13 9UB	WA13 9UC	WA13 9UD	WA13 9UE	WA13 9UF	WA13 9UG
WA13 9UH	WA13 9UI	WA13 9UJ	WA13 9UK	WA13 9UL	WA13 9UM
WA13 9UN	WA13 9UO	WA13 9UP	WA13 9UQ	WA13 9UR	WA13 9US

WA13 9UT WA13 9UU WA13 9UV WA13 9UW WA13 9UX WA13 9UY

WA13 9UZ WA13 9WA WA13 9WX WA13 9WY WA13 9WZ

WA14

WA15

## **Annex 5 - Areas where work-focused interviews for claimants start on 30.10.06**

(a) the areas of -

Halton Borough Council

Knowsley Metropolitan Borough Council

Newcastle Borough Council

St Helens Council

Sefton Council

Stafford Borough Council

Stoke on Trent City Council **and**

(b) the following postcode districts -

B74 3

B75 5RY    B75 5RZ    B75 5SA    B75 5SB    B75 5SC    B75 5SD

B75 5SE    B75 5SF    B75 5SG    B75 5SH    B75 5SI    B75 5SJ

B75 5SK    B75 5SL    B75 5SM    B75 5SN    B75 5SO    B75 5SP

B75 5SQ    B75 5SR    B75 5SS    B75 5ST    B75 5SU    B75 5SV

B75 5SW    B75 5SX    B75 5SY    B75 5SZ

B77 1    B77 2    B77 3    B77 4    B77 5

B78 2    B78 3

B79 0    B79 7    B79 8    B79 9

CF37 4HN	CF37 4HP	CF37 4HR	CF37 4HW		
CF46 5	CF46 6				
CF47 0	CF47 8	CF47 9			
CF48 1	CF48 2	CF48 3	CF48 4		
CF81 8JA	CF81 8JB	CF81 8JC	CF81 8JD	CF81 8JE	CF81 8JF
CF81 8JG	CF81 8JH	CF81 8JI	CF81 8JJ	CF81 8JK	CF81 8JL
CF81 8JM	CF81 8JN	CF81 8JO	CF81 8JP	CF81 8JQ	CF81 8JR
CF81 8JS	CF81 8JT	CF81 8JU	CF81 8JV	CF81 8JW	CF81 8JX
CF81 8JY	CF81 8JZ				
CF81 8KA	CF81 8KB	CF81 8KC	CF81 8KD	CF81 8KE	CF81 8KF
CF81 8KG	CF81 8KH	CF81 8KI	CF81 8KJ	CF81 8KK	CF81 8KL
CF81 8KM	CF81 8KN	CF81 8KO	CF81 8KP	CF81 8KQ	CF81 8KR
CF81 8KS	CF81 8KT	CF81 8KU	CF81 8KV	CF81 8KW	CF81 8KX
CF81 8KY	CF81 8KZ				
CF81 8LA	CF81 8LB	CF81 8LC	CF81 8LD	CF81 8LE	CF81 8LF
CF81 8LG	CF81 8LH	CF81 8LI	CF81 8LJ	CF81 8LK	CF81 8LL
CF81 8LM	CF81 8LN	CF81 8LO	CF81 8LP	CF81 8LQ	CF81 8LR
CF81 8LS	CF81 8LT	CF81 8LU	CF81 8LV	CF81 8LW	CF81 8LX
CF81 8LY	CF81 8LZ				
CF81 8MA	CF81 8MB	CF81 8MC	CF81 8MD	CF81 8ME	CF81 8MF



CF81 8MG	CF81 8MH	CF81 8MI	CF81 8MJ	CF81 8MK	CF81 8ML
CF81 8MM	CF81 8MN	CF81 8MO	CF81 8MP	CF81 8MQ	CF81 8MR
CF81 8MS	CF81 8MT	CF81 8MU	CF81 8MV	CF81 8MW	CF81 8MX
CF81 8MY	CF81 8MZ				
CF81 8NA	CF81 8NB	CF81 8NC	CF81 8ND	CF81 8NE	CF81 8NF
CF81 8NG	CF81 8NH	CF81 8NI	CF81 8NJ	CF81 8NK	CF81 8NL
CF81 8NM	CF81 8NN	CF81 8NO	CF81 8NP	CF81 8NQ	CF81 8NR
CF81 8NS	CF81 8NT	CF81 8NU	CF81 8NV	CF81 8NW	CF81 8NX
CF81 8NY	CF81 8NZ				
CF81 8OA	CF81 8OB	CF81 8OC	CF81 8OD	CF81 8OE	CF81 8OF
CF81 8OG	CF81 8OH	CF81 8OI	CF81 8OJ	CF81 8OK	CF81 8OL
CF81 8OM	CF81 8ON	CF81 8OO	CF81 8OP	CF81 8OQ	CF81 8OR
CF81 8OS	CF81 8OT	CF81 8OU	CF81 8OV	CF81 8OW	CF81 8OX
CF81 8OY	CF81 8OZ				
CF81 8PA	CF81 8PB	CF81 8PC	CF81 8PD	CF81 8PE	CF81 8PF
CF81 8PG	CF81 8PH	CF81 8PI	CF81 8PJ	CF81 8PK	CF81 8PL
CF81 8PM	CF81 8PN	CF81 8PO	CF81 8PP	CF81 8PQ	CF81 8PR
CF81 8PS	CF81 8PT	CF81 8PU	CF81 8PV	CF81 8PW	CF81 8PX
CF81 8PY	CF81 8PZ				
CF81 8QA	CF81 8QB	CF81 8QC	CF81 8QD	CF81 8QE	CF81 8QF

CF81 8QG	CF81 8QH	CF81 8QI	CF81 8QJ	CF81 8QK	CF81 8QL
CF81 8QM	CF81 8QN	CF81 8QO	CF81 8QP	CF81 8QQ	CF81 8QR
CF81 8QS	CF81 8QT	CF81 8QU	CF81 8QV	CF81 8QW	CF81 8QX
CF81 8QY	CF81 8QZ				
CF81 8RA	CF81 8RB	CF81 8RC	CF81 8RD	CF81 8RE	CF81 8RF
CF81 8RG	CF81 8RH	CF81 8RI	CF81 8RJ	CF81 8RK	CF81 8RL
CF81 8RM	CF81 8RN	CF81 8RO	CF81 8RP	CF81 8RQ	CF81 8RR
CF81 8RS	CF81 8RT	CF81 8RU	CF81 8RV	CF81 8RW	CF81 8RX
CF81 8RY	CF81 8RZ				
CF81 8SA	CF81 8SB	CF81 8SC	CF81 8SD	CF81 8SE	CF81 8SF
CF81 8SG	CF81 8SH	CF81 8SI	CF81 8SJ	CF81 8SK	CF81 8SL
CF81 8SM	CF81 8SN	CF81 8SO	CF81 8SP	CF81 8SQ	CF81 8SR
CF81 8SS	CF81 8ST	CF81 8SU	CF81 8SV	CF81 8SW	CF81 8SX
CF81 8SY	CF81 8SZ				
CF81 8TA	CF81 8TB	CF81 8TC	CF81 8TD	CF81 8TE	CF81 8TF
CF81 8TG	CF81 8TH	CF81 8TI	CF81 8TJ	CF81 8TK	CF81 8TL
CF81 8TM	CF81 8TN	CF81 8TO	CF81 8TP	CF81 8TQ	CF81 8TR
CF81 8TS	CF81 8TT	CF81 8TU	CF81 8TV	CF81 8TW	CF81 8TX
CF81 8TY	CF81 8TZ				
CF81 8UA	CF81 8UB	CF81 8UC	CF81 8UD	CF81 8UE	CF81 8UF

CF81 8UG	CF81 8UH	CF81 8UI	CF81 8UJ	CF81 8UK	CF81 8UL
CF81 8UM	CF81 8UN	CF81 8UO	CF81 8UP	CF81 8UQ	CF81 8UR
CF81 8US	CF81 8UT	CF81 8UU	CF81 8UV	CF81 8UW	CF81 8UX
CF81 8UY	CF81 8UZ				
CF81 8VA	CF81 8VB	CF81 8VC	CF81 8VD	CF81 8VE	CF81 8VF
CF81 8VG	CF81 8VH	CF81 8VI	CF81 8VJ	CF81 8VK	CF81 8VL
CF81 8VM	CF81 8VN	CF81 8VO	CF81 8VP	CF81 8VQ	CF81 8VR
CF81 8VS	CF81 8VT	CF81 8VU	CF81 8VV	CF81 8VW	CF81 8VX
CF81 8VY	CF81 8VZ				
CF81 8WA	CF81 8WB	CF81 8WC	CF81 8WD	CF81 8WE	CF81 8WF
CF81 8WG	CF81 8WH	CF81 8WI	CF81 8WJ	CF81 8WK	CF81 8WL
CF81 8WM	CF81 8WN	CF81 8WO	CF81 8WP	CF81 8WQ	CF81 8WR
CF81 8WS	CF81 8WT	CF81 8WU	CF81 8WV	CF81 8WW	CF81 8WX
CF81 8WY	CF81 8WZ				
CF81 8XA	CF81 8XB	CF81 8XC	CF81 8XD	CF81 8XE	CF81 8XF
CF81 8XG	CF81 8XH	CF81 8XI	CF81 8XJ	CF81 8XK	CF81 8XL
CF81 8XM	CF81 8XN	CF81 8XO	CF81 8XP	CF81 8XQ	CF81 8XR
CF81 8XS	CF81 8XT	CF81 8XU	CF81 8XV	CF81 8XW	CF81 8XX
CF81 8XY	CF81 8XZ				
CF81 8YA	CF81 8YB	CF81 8YC	CF81 8YD	CF81 8YE	CF81 8YF

CF81 8YG	CF81 8YH	CF81 8YI	CF81 8YJ	CF81 8YK	CF81 8YL
CF81 8YM	CF81 8YN	CF81 8YO	CF81 8YP	CF81 8YQ	CF81 8YR
CF81 8YS	CF81 8YT	CF81 8YU	CF81 8YV	CF81 8YW	CF81 8YX
CF81 8YY	CF81 8YZ				
CF81 8ZA	CF81 8ZB	CF81 8ZC	CF81 8ZD	CF81 8ZE	CF81 8ZF
CF81 8ZG	CF81 8ZH	CF81 8ZI	CF81 8ZJ	CF81 8ZK	CF81 8ZL
CF81 8ZM	CF81 8ZN	CF81 8ZO	CF81 8ZP	CF81 8ZQ	CF81 8ZR
CF81 8ZS	CF81 8ZT	CF81 8ZU	CF81 8ZV	CF81 8ZW	CF81 8ZX
CF81 8ZY					
CF81 9					
CF82 7	CF82 8				
CF83 1	CF83 2	CF83 3	CF83 4	CF83 8	
DE13 0	DE13 7	DE13 8	DE13 9		
DE14 1	DE14 2	DE14 3			
DE15 0	DE15 1	DE15 2	DE15 3	DE15 4	DE15 5
DE15 6	DE15 7	DE15 8	DE15 9		
NP11 3	NP11 4	NP11 5	NP11 6	NP11 7	
NP12 0	NP12 1	NP12 2	NP12 3		

NP13 1	NP13 2	NP13 3		
NP22 3	NP22 4	NP22 5		
NP23 4	NP23 5	NP23 6	NP23 7	NP23 8
NP24 6				
SK11 0				
SK17 0				
ST7 3	ST7 4			
ST8	ST9	ST10	ST13	
ST14 5	ST14 7	ST14 8		
ST17				
ST18				
ST19 5	ST19 9			
TF10 9BJ	TF10 9BL	TF10 9BX	TF10 9BZ	
TF11 8J	TF11 8K	TF11 8L	TF11 8M	TF11 8N
WS3 5				
WS6				

WS7

WS11

WS12

WS13

WS14 0

WS14 1

WS14 2

WS14 3

WS14 4

WS14 5

WS14 6

WS14 7

WS14 8

WS14 9

WS15

WV6 7EY

WV10 7

WV10 8Q

WV11 2

## **Annex 6 - Areas where work-focused interviews for claimants start on 5.4.04**

**Note:** The following areas in Somerset were originally listed in Annex 2. From 3.4.06 they were separately listed because, from that date, **all** existing cases (regardless of when they first made the claim leading to current entitlement) living in these areas became subject to a requirement to take part in a WFI as a condition of continuing to receive the full amount of the specified benefit.

Mendip District Council

Sedgemoor District Council

South Somerset District Council

Taunton Deane Borough Council

West Somerset District Council





## **Annex 7 - Offices designated as Pathways to Work Offices as at 29.12.06**

### **DISTRICT NAME**

### **JOBCENTRE PLUS OFFICES**

#### **Derbyshire**

Alfreton Tannery House

Belper

Bolsover

Buxton

Chesterfield

Clay Cross

Derby Forester House

Derby Normanton

Derby St Peter's

Derby Wardwick

Glossop

Heanor

Ilkeston South Street

Long Eaton

Matlock

Shirebrook

Staveley

#### **Highlands, Islands, Clyde Coast and Grampian**

Aberdeen Chapel Street

Aberdeen Ebury House

Alexandria

Banff

Barrhead

Buckie

Campbeltown

Clydebank

Dingwall

Dumbarton

Dunoon

Elgin

Forres

Fort William  
Fraserburgh  
Helensburgh  
Invergordon  
Inverness River House  
Johnstone  
Kirkwall  
Lerwick  
Oban  
Paisley  
Peterhead  
Portree  
Renfrew  
Rothesay  
Stornoway  
Wick

**South Wales Valleys**

Aberdare Crown Buildings  
Abertillery  
Bargoed  
Blackwood  
Bridgend  
Caerphilly  
Ebbw Vale  
Llantrisant  
Maesteg  
Merthyr  
Mountain Ash  
Pontypridd Oldway House  
Porth Hannah Street  
Porthcawl  
Pyle  
Tonypany  
Treorchy  
Tredgar

**Lancashire District**

Accrington  
Bacup  
Blackburn Penny Street  
Blackpool South  
Burnley  
Chorley  
Clitheroe  
Colne  
Darwen  
Fleetwood  
Lancaster  
Leyland  
Morecambe  
Nelson  
Ormskirk  
Preston  
Rawtenstall  
Skelmersdale  
St. Annes

**Dorset & Somerset**

Blandford  
Bournemouth  
Bridgwater  
Bridport  
Burnham-On-Sea  
Chard  
Christchurch  
Dorchester  
Frome  
Minehead  
Poole Old Town Market  
Shaftesbury  
Taunton Brendon House  
Wareham  
Wells  
Weymouth Westwey House  
Wimborne  
Winton  
Yeovil Federated House

**South and Tyne Wear Valley**

Bishop Auckland  
Chester-Le-Street  
Consett  
Crook  
Durham  
Houghton  
Jarrow  
Newton Aycliffe  
Peterlee  
Seaham  
South Shields  
Southwick  
Spennymoor  
Stanley  
Sunderland  
Washington

**Essex**

Basildon  
Braintree  
Brentwood  
Canvey Island  
Chelmsford  
Clacton Station Road  
Colchester High Street  
Grays  
Harlow Beaufort House  
Harwich  
Loughton  
Malden District Council  
Rayleigh  
Southend  
Witham

**Cumbria**

Barrow  
Carlisle  
Cleator Moor  
Cockermouth  
Kendal  
Keswick  
Maryport  
Millom  
Penrith  
Ulverston  
Whitehaven  
Workington

**Glasgow**

Anniesland  
Auldhouse  
Bridgeton  
Castlemilk  
Drumchapel  
Easterhouse  
Govan  
Langside  
Lauireston  
Maryhill  
Newlands  
Parkhead  
Partick  
Shawlands  
Shettleston  
Springburn

**Tees Valley**

Billingham  
Darlington  
Eston  
Guisborough  
Hartlepool  
Hartlepool Wesley Square  
Loftus  
Middlesbrough East

Middlesbrough Grange Road

Middlesborough SSO (JCH)

Redcar

Stockton

Thornaby

**South Yorkshire**

Barnsley

Dinnington

Doncaster

Goldthorpe

Hillsborough

Maltby

Mexborough

Rotherham

Sheffield Bailey Court

Sheffield Cavendish Court

Sheffield Eastern Avenue

Thorne

Wombwell

**Lanarkshire & East Dunbartonshire**

Airdrie

Bellshill

Cambuslang

Cumbernauld

East Kilbride

Hamilton

Kirkintilloch

Lanark

Motherwell

Rutherglen

**Liverpool & Wirral**

Aintree

Belle Vale

Birkenhead Brunswick

Bromborough

Edge Hill

Everton

Garston  
Hoylake  
Liverpool Williamson Square  
Liverpool Crossington House  
Norris Green  
Old Swan  
Toxteth  
Upton  
Wallasey  
Walton  
Wavertree  
West Derby

**Greater Manchester Central**

Alexandra Park  
Altrincham  
Cheetham Hill  
Chorlton  
Didsbury  
Eccles  
Irlam  
Longsight  
Newton Heath  
Openshaw  
Rusholme  
Salford  
Stretford  
Swinton  
Wythenshawe

**Swansea Bay & West Wales**

Aberystwyth  
Ammanford  
Cardigan  
Carmarthen  
Gorseinon  
Harverford West  
Llanelli  
Morrison

Milford Haven  
Neath  
Pembroke Dock  
Port Talbot  
Swansea High Street

**Greater Mersey**

Bootle  
Crosby  
Huyton  
Kirkby  
Newton-le-Willows  
Prescot  
Runcorn  
St Helens  
Southport  
Widnes

**Staffordshire**

Burton  
Cannock  
Kidsgrove  
Lichfield  
Longton  
Newcastle  
Stafford  
Tamworth

**Ayrshire, Dumfries, Galloway and  
Inverclyde**

Annan  
Ayr  
Cumnock  
Dumfries  
Girvan  
Greenock  
Irvine  
Kilbirnie  
Kilmarnock  
Port Glasgow  
Saltcoats  
Stranraer



**Northumbria**

Gateshead

Felling

Alnwick

Ashington

Bedlington

Berwick

Blaydon

Blyth

Cramlington

Hexham

Killingworth

Morpeth

Newcastle City

Newcastle East

Newcastle West

North Shields

Whitley Bay

Wallsend



## **Annex 8 – Jobcentre Plus Pathway area**

A Jobcentre Plus Pathway area is

(a) any of the following Jobcentre Plus districts:

Ayrshire, Dumfries, Galloway and Inverclyde

Cumbria and Lancashire

Derbyshire

Dorset and Somerset

Essex

Glasgow

Greater Manchester Central

Highland, Islands, Clyde Coast and Grampian

Lanarkshire and East Dunbartonshire

Merseyside

Northumbria

South Tyne and Wear Valley

South Wales Valleys

South West Wales

South Yorkshire

Staffordshire

Tees Valley

(b) an area served by the Jobcentre Plus offices at Runcorn or Widnes.



# Appendix 1

## Pilot areas where work-focused interviews for lone parents started on 30th October 2000

1. The areas of Shropshire County Council and Telford and Wrekin District Council (which form the Benefits Agency district of Shropshire).
2. The following postcode districts (which form the Benefits Agency district of South Tyne).

DH2 1AA to DH2 1BO	NE21 4 to NE21 6
DH2 1XA to DH2 1XQ	NE31 1 to NE31 5
DH3 1 and DH3 2	NE32 2 to NE 32 4
NE8 and NE9	NE33
NE10 0	NE34 0
NE11	NE34 6 to NE 34 9
NE16 to NE16 5	NE35 1 and NE35 9
NE16 6NX to NE 16 6PE	NE36 0 and NE36 1
NE16 8	NE39
NE17 7AA to NE17 7HE	NE 40 3 to NE40 4
NE17 7HG TO NE17 7LM	NE42 5 to NE 42 6
NE17 7TA to NE17 7ZZ	NE43 7
NE21 1	SR6 7

3. The area of Fife Council excluding the following postcode districts (which forms the Benefits Agency district of Fife

DD6 8 and D6 9	KY16 0
KY14 6	KY16 9



# Appendix 2

## The ONE service

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### Introduction

- 1 This Appendix gives guidance on changes brought about by the ONE Service from 3 April 2000<sup>1</sup>. From that date claimants of certain benefits who live in the ONE pilot areas will be required to take part in a work-focused interview as a condition of claiming and receiving benefit. They will also have to take part in such an interview when certain events occur. Failure to take part will result in a penalty.

*1 SS (WfI) Regs 00*

- 2 From 15.12.08 claimants required to take part in a WfI under this scheme who are entitled to
1. IB **or**
  2. IS paid because the claimant is
    - 2.1 incapable of work **or**
    - 2.2 appealing against a decision embodying a determination that they are not incapable of work **or**

3. SDA

are required to take part in a WfI under the IB Pathways to Work Scheme. See DMG 05710 et seq for further guidance.

*1 SS (IBWFI) Regs 08, reg 3(3)(a)(i)*

## Who is affected

3 Claimants who

1. live in a local authority area or in a postcode district listed in the Annex to this Appendix
2. are under pensionable age when they make a claim
3. are not in remunerative F/T work
4. claim one or more of the following benefits (“the specified benefit”)
  - 4.1 IS
  - 4.2 IB
  - 4.3 WB (but not a widow’s payment)
  - 4.4 CA
  - 4.5 SDA
  - 4.6 CTB
  - 4.7 HB.

have a requirement to take part in a work-focused interview placed upon them<sup>1</sup>.

**Note:** See DMG 05392 about changes from 31.10.05 to the benefits affected.

*1 SS Admin Act, sec 2A3*

- 4 “Pensionable age“ for a man born before 6.4.55 means the age when a woman born on the same day would reach pensionable age<sup>1</sup>. See DMG 75005 and Appendix 1 to DMG Chapter 75 for guidance about pensionable age.

*1 SS (WfI) Regs 00, reg 6(5)*

- 5 Remunerative work is work for which payment is made or which is done in expectation of payment in which the claimant is engaged for not less than 16 hours a week<sup>1</sup>.

*1 HB (Gen) Regs, reg 6*



## Work-focused interviews

- 6 A WfI<sup>1</sup> means an interview conducted to
1. assess a person's prospects for employment, either paid or voluntary
  2. assist or encourage a person to improve the prospects of employment
  3. identify activities which the person may undertake to improve prospects of employment
  4. identify suitable employment or training opportunities for the person
  5. identify educational opportunities connected with the employment prospects of the person.

*1 SS (WfI) Regs 00, reg 3*

- 7 The interview will normally be conducted by a personal adviser assigned to the claimant and will normally take place at a ONE office. Where the personal adviser considers that it would be unreasonable for the claimant to attend a ONE office because his personal circumstances mean that attending the office would cause undue inconvenience to the claimant or would endanger his health, the interview may take place in the claimant's home, or elsewhere, in a day centre for example<sup>1</sup>.

*1 reg 10(2)*

## Claims

- 8 A claim for a specified benefit may be made at an office of a designated authority<sup>1</sup>. Where the claim is made by an appointee, the ONE provisions apply to the person for whom the claim is made, not to the appointee<sup>2</sup>.

*1 SS (C&P) Regs 87, reg 4A; 2 SS (WfI) Regs 00, reg 2(4)*

- 9 An office of a designated authority means any office of the Department of Social Security, the Department for Education and Employment, a LA or a private voluntary sector partner<sup>1</sup> displaying the ONE logo.

*1 reg 2*

- 10 A person described in paragraph 3 who makes a claim for a specified benefit must take part in an interview with a personal adviser. If they are less than 18 years old the interview should be undertaken by an officer of the Careers Service<sup>1</sup>.

*1 reg 4*

- 11 Where a person claims more than one of the benefits listed in paragraph 3, one interview counts for the purposes of all the benefits claimed<sup>1</sup>.

*1 reg 9*

## HB/CTB claims

- 12 A person in receipt of HB/CTB who changes address maybe required to claim HB/CTB from a different LA within the same ONE area. If so, that claim is to be treated as a new claim for the purposes of prompting the requirement for an interview. This does not apply where a claimant changes address within the same LA area and a new claim is required<sup>1</sup>. It also does not apply to HB/CTB claims made on the expiry of a HB/CTB period<sup>2</sup>.

*1 SS (WfI) Regs 00, reg 5(2)(b); 2 reg 5(2)(a)*

## Exemptions

- 13 The following claimants do not have to take part in a WfI<sup>1</sup>
1. a person who is engaged in remunerative work at the date of the claim for the benefit or benefits listed in paragraph 3
  2. a person who is claiming JSA along with a specified benefit
  3. a person who is entitled to JSA when the claim for the benefit listed in paragraph 3 is made
  4. a person who is not present and does not normally reside in GB
  5. a person claiming HB/CTB on the expiry of an award or as a result of moving house within the same LA area.

*1 reg 5*

## Waiving the requirement for an interview

- 14 The requirement for an interview may be waived where
1. an interview would not be of assistance to the claimant
  2. an interview would not be appropriate in the claimant's circumstances<sup>1</sup>.

*1 reg 7(1)*

## Example

A young claimant with profound learning difficulties makes a claim for SDA through an appointee. It is clear that there is no present or future possibility that the claimant would be able to undertake any form of paid or unpaid work. The requirement to take part in an interview is waived because the interview would not be of assistance to the claimant.

- 15 Where the requirement to take part in an interview is waived, the claimant is treated as having taken part<sup>1</sup>.

*1 reg 7(2)*

## Deferring the interview

16 The requirement to take part in an interview may be deferred<sup>1</sup> where at that time

1. an interview would not be of assistance to the claimant **or**
2. an interview would not be appropriate in the claimant's circumstances.

*1 SS (WfI) Regs 00, reg 8 (2)*

17 The personal adviser should consider the claimant's circumstances when deciding whether it would be appropriate to defer the interview. It may be reasonable to defer the interview where at the time the claim is made

1. The claimant is at a time of major change, for example
  - 1.1 a lone parent who has recently had a baby
2. the claimant is emotionally distressed, for example
  - 2.1 close relation of the claimant has died **or**
  - 2.2 a relationship has broken down
3. the claimant is too ill to attend a meeting, for example
  - 3.1 the claimant is recovering from a serious illness or operation, or is temporary debilitated in some other way **or**
  - 3.2 the claimant has a serious degenerative condition
4. the claimant is likely to claim benefit only for a short period, for example
  - 4.1 a homeless person staying in short-stay accommodation.

This is not an exhaustive list. There may be other circumstances in which it would not be reasonable to expect someone to attend for an interview.

18 Where the interview is deferred, the personal adviser will discuss with the claimant and agree at what date in the future it will be appropriate to hold the interview<sup>1</sup>. The claimant should be treated as having taken part in an interview until

1. the personal adviser determines that the claimant is to take part in an interview **and**
2. either
  - 2.1 the claimant does take part in an interview **or**
  - 2.2 the personal adviser decides that the claimant has failed to take part<sup>2</sup>.

*1 reg 8(3); 2 reg 8(4)*

## “Trigger” interviews

19 A person in receipt of a specified benefit claimed on or after 3.4.00 may be required to take part in an interview at given points during the period of an award<sup>1</sup>. The requirement to take part is triggered by one of the following events

1. the claimant is a lone parent who has been entitled to a specified benefit (other than IB or SDA) for more than a year and has not taken part in a mandatory interview for more than a year. This is the only event that affects a lone parent not in receipt of IB or SDA.
2. the personal adviser receives notification that following a PCA the person is entitled to IB or SDA
3. entitlement to CA ceases but entitlement to another specified benefit continues
4. the claimant starts or ceases P/T work
5. a period of education or training provided or arranged by a personal adviser comes to an end
6. a claimant reaches age 18.

*1 SS (WfI) Regs 00, reg 6*

20 A PCA is a determination as to whether a person is capable or incapable of work where the OTT is not applicable<sup>1</sup>. See DMG Chapter 13.

*1 reg 6(5)*

21 The requirement for a “trigger” interview may be waived or deferred in the same circumstances as initial interviews. See paragraphs 14 to 18 above.

## **Taking part in an interview**

22 A person aged 18 or over is regarded as having taken part in an interview<sup>1</sup> if

1. the person attends at the time and place notified to him by the personal adviser **and**
2. the person provides information when asked about
  - 2.1 the level to which the person has pursued any educational qualifications
  - 2.2 employment history
  - 2.3 vocational training undertaken
  - 2.4 employment related skills acquired
  - 2.5 any paid or unpaid employment currently being undertaken
  - 2.6 any medical condition which in the person's opinion might affect prospects of employment
  - 2.7 any caring or childcare responsibilities.

**Note:** these requirements changed with effect from 31.10.05 (see DMG 05398 - 05399).

*1 reg 11(2)*

23 A person aged 16 or 17 is regarded as having taken part in an interview if he attends an interview with the Careers Service at the time and place notified<sup>1</sup>. A person aged 16 or 17 is not required to take part in a trigger interview.

*1 SS (C&P) Regs, reg 11(3)*

24 The Careers Service is the service provided by local education authorities in England and Wales, or education authorities in Scotland, or other people authorized by the Secretary of State to provide a careers service<sup>1</sup>.

*1 reg 2*

## **Claimant takes part in interview**

25 It is an essential part of the claiming process for the claimant to take part in an interview, as well as providing a properly completed claim form and any information and evidence required<sup>1</sup>.

*1 reg 4; HB (Gen) Regs, reg 72(1)*

26 Provided the claimant takes part in an interview, the rules relating to the date of claim are unchanged. See DMG Chapter 02 for general guidance on claims and the date of claim.

27 See paragraph 35 where the personal adviser has made an adverse decision on an earlier attempt to claim.

## **Failure to take part in an interview**

28 If a person under 18 does not attend an interview with the Careers Service at the time and place notified in writing, that person has failed to take part in an interview<sup>1</sup>.

*1 SS (WfI) Regs 00, reg11(3)*

29 If a person aged 18 or over fails to attend an interview at the time and place notified in writing, or attends but refuses to provide information or answer questions on any of the subjects in paragraph 22 when asked to do so, that person has failed to take part in an interview<sup>1</sup>.

*1 reg 11(2)*

30 In practice, a person will be offered three appointments to attend an interview. The personal adviser will only make a decision as to failure to take part

**1.** after

**1.1** the third appointment has been missed **or**

**1.2** the claimant has attended an interview but not taken part **and**

**2.** either after

**2.1** the time limit for good cause has elapsed **or**

**2.2** the claimant has provided an explanation which does not amount to good cause.

- 31 A person will be subject to a penalty<sup>1</sup> if they
1. have been notified of the time and place of an interview **and**
  2. fail to take part in an interview as defined in paragraph 28 or 29 **and**
  3. fail to show good cause for the failure to take part before the end of the fifth working day after the day of the interview.

See paragraphs 33 to 44 below.

*1 SS (WfI) Regs 00, reg 12(1)*

## **Good cause**

- 32 The following factors should be taken into account when deciding if a person has shown good cause for failure to take part in an interview<sup>1</sup>
1. the person misunderstood the requirement to take part in the interview because of learning, language or literacy difficulties
  2. the person misunderstood the requirement to take part in the interview because an officer of the Department of Social Security, the Department for Education and Employment, a private or voluntary sector partner or LA gave misleading information
  3. the person was attending a medical or dental appointment, or accompanying a person he or she cares for to such an appointment and it would be unreasonable in the circumstances to rearrange the appointment
  4. the person had difficulties with the normal method of transport and no reasonable alternative was available
  5. the established customs and practices of the person's religion prevented the person attending at the time or on the day of the interview
  6. the person was attending an interview with a prospective employer
  7. the person is actively pursuing self-employment
  8. the person or a dependant, or someone for whom the person provides care suffered an accident, a sudden illness or a relapse of a physical or mental health condition
  9. the person was attending the funeral of a relation or a close friend on the day of the interview
  10. the person's disability made it impracticable to attend at the time fixed for the interview.

*1 reg 14*

Other factors may also be taken into account. The general guidance on good cause in DMG Chapter 02 should be followed where applicable.

### **Example 1**

A claimant says that she could not attend at the office because her car broke down on the day before the interview. The claimant is not sick or disabled. The personal adviser finds out that public transport was available and decides that the claimant has not shown good cause for her failure to attend the interview.

### **Example 2**

A claimant with learning difficulties says that he did not answer questions as to vocational training when asked at an interview because he did not understand what was being asked and was embarrassed to say so. The personal adviser decides that he has shown good cause for failure to take part.

*1 SS (Wff) Regs 00, reg 15*

## **Consequences of not taking part**

- 33 A decision of a personal adviser that a person has failed to take part in an interview is subject to the disputes process and can be appealed<sup>1</sup>.

*1 reg 15(3)*

## **Claims**

- 34 Where a personal adviser decides that a person has failed to take part in an interview without good cause and the interview is in connection with a new or repeat claim, the person is regarded as not having made a claim<sup>1</sup>. Where more than one benefit has been claimed, the person is regarded as not having made a claim to any of the benefits. This is a direct consequence of the decision of the personal adviser and no further decision is required from a DM.

*1 reg 12(2)(a)*

- 35 To establish entitlement to a specified benefit following an adverse decision of a personal adviser, the claimant must make a new claim. As part of that new claim the claimant will be required to attend an interview and complete a new claim form. No account will be taken of the earlier attempt to claim, unless the claimant successfully disputes or appeals the personal adviser's decision<sup>1</sup>.

*1 reg 12(10)*

## **Deferred initial interviews**

- 36 Where a personal adviser decides that a claimant has failed to take part without good cause in a deferred initial interview when it falls due, the benefit processing

DM will determine that entitlement to the benefit or benefits terminates from the first day of the next benefit week following the date of the personal adviser's decision<sup>1</sup>.

*1 SS (WfI) Regs 00, reg 12(2)(b)*

- 37 To re-establish entitlement to the benefit or benefits, the person must make a new claim and must take part in an interview.

## Trigger interviews

- 38 Where a personal adviser decides that a claimant has failed to take part in a trigger interview without good cause, the claimant's benefit is reduced from the first day of the benefit week following the personal adviser's decision<sup>1</sup>.

*1 reg 12(2)(c)*

- 39 Benefit is reduced by an amount equal to 20% of the amount applicable for a single claimant age 25 at the date the reduction begins<sup>1</sup>. Benefit cannot be reduced to a sum that is less than<sup>2</sup>

1. 50 pence a week in the case of HB
2. 10 pence a week in the case of any other benefit.

*1 reg 12(2)(c); 2 reg 12(3)*

- 40 Where more than one of the specified benefits is in payment, the reduction should be applied to the benefits in the following order of priority<sup>1</sup>

1. IS
2. IB
3. WB
4. CA
5. SDA
6. CTB
7. HB.

**Note:** WB and CA are removed from this list with effect from 31.10.05 (see DMG 05398).

*1 reg 12(4)*

- 41 If the amount of the reduction is more than the first benefit on the list, the reduction should be made from the next benefit on the list, provided this is paid at a rate which is more than the reduction<sup>1</sup>.

*1 reg 12(5)*



### Example

A claimant is in receipt of IS and IB. The amount of the reduction is more than the rate of IS in payment, but less than the IB. The reduction is applied to the IB in payment. No reduction is made to the IS in payment.

- 42 Where none of the benefits in payment is more than the amount of the reduction, the reduction should be applied to the first benefit on the list that is in payment and then to any other benefit in payment until the whole amount is deducted or benefit is exhausted<sup>1</sup>. Benefit should not be reduced below the amount in paragraph 38.

*1 SS (WfI) Regs, reg 12(7)*

### Example

The claimant is in receipt of IS, HB and CTB, none of which is equal to the amount of the reduction. IS is reduced to 10p a week, HB to 50p a week and CTB is reduced by the remainder of the reduction.

- 43 The amount of the reduction is not increased with uprating<sup>1</sup>. If the rates of any benefits in payment change for any other reason, the reduction should be adjusted<sup>2</sup>. If, for example, the full amount of the reduction cannot be made and the rate of benefit increases, the amount of the reduction can be increased.

*1 reg 12(2)(c); 2 reg 12(8)*

- 44 Where the amount of benefit payable is used to determine entitlement to or payability of another benefit, the amount to be used is the full amount before reduction<sup>1</sup>.

*1 reg 12(11)*

### Example

A claimant is in receipt of ICA from which a deduction has been made. Her partner claims an ADI of IB for her. The full amount of ICA is used when applying the overlapping benefits provisions.

## Changing decisions

- 45 If after benefit has been reduced the claimant takes part in an interview, the reduction ceases to apply from the first day of the benefit week in which the interview takes place<sup>1</sup>.

*1 reg 12(9)*

### Example

A claimant in receipt of WB and ICA ceases to be entitled to ICA from 5.6.00. She is given 3 appointments for interview, the last falling on 20.6.00, but fails to attend and does not contact the personal adviser. On 28.6.00 the personal adviser decides that

she has failed to take part in an interview. The decision awarding WB is superseded<sup>1</sup> and her WB is reduced from 4.7.00<sup>2</sup>.

On 12.7.00 the claimant takes part in an interview. The decision reducing the WB is superseded<sup>3</sup> by the benefit processing DM and the original rate of WB is reinstated from 11.7.00<sup>4</sup>.

The personal adviser's earlier decision that the claimant failed to take part is not changed because it was not wrong. The personal adviser has determined that the claimant has now taken part in an interview.

*1 SS Act 98, s 10; SS (D&A) Regs, reg 6(2)(a)(i); 2 SS (WfI) Regs 00, reg 12(2)(c)  
3 SS Act 98, s 10; SS (D&A) Regs, reg 6(2)(a)(i); 4 SS (WfI) Regs, reg 12(9)*

46 When a claimant

1. stops living in one of the local authority or postcode areas in the Annex **or**
2. reaches pensionable age

the reduction ceases to apply<sup>1</sup>. The decision reducing the benefit in payment is superseded<sup>2</sup>. See Chapter 04 of the DMG for advice on supersession for change of circumstances.

*1 SS (WFI) Regs, reg 13; 2 SS (D&A) Regs, reg 6(2)(h)*

47 If the personal adviser's decision that the claimant failed to take part in an interview is later found to be wrong, because for example the claimant has not provided sufficient information, the decision may be revised<sup>1</sup>.

*1 reg 3(6A)*

### **Example**

A claimant in receipt of WB fails to attend for interview. The personal adviser makes a decision that she has failed to take part in an interview. At a later date the claimant contacts the ONE office and says that she has miscalculated her hours of work and she in fact works more than 16 hours a week. The personal adviser revises the decision that she has failed to take part.

48 If a decision of a personal adviser is wrong because there has been an official error, the decision may be revised<sup>1</sup>.

*1 reg 3(5)*

### **Example**

The personal adviser decides that a claimant has failed to take part in an interview. It is later discovered that the postcode of the claimant has been wrongly recorded and the claimant is not in fact resident in a ONE pilot area. The personal adviser should revise the decision that the claimant failed to take part.

49 If a claimant who did not show good cause for failure to take part in an interview within five working days

1. brings new facts to the notice of the personal adviser within one month of the date of the decision that the claimant failed to take part **and**
2. those facts could not reasonably have been notified within five working days of the day of the interview **and**
3. the facts show that the claimant had good cause for failure to take part in the interview

the personal adviser's decision may be revised<sup>1</sup>.

*1 SS (WfI)Regs 00, reg 12(12); SS (D&A) Regs, reg 3(1)*



# Appendix 3

## The ONE service

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### Introduction

- 1 This Appendix gives guidance on minor changes to the ONE Service from 14.8.00<sup>1</sup>.  
*1 SS (Work-focused Interviews for Lone Parents) and Miscellaneous Amendments Regulations 2000*

### The changes

- 2 Postcodes have been updated to more accurately reflect the existing pilot areas<sup>1</sup>.  
*1 Sch 2, para 5*
- 3 There has been a correction to the regulations relating to the “trigger” interviews as set out in paragraph 17 2. of DMG Appendix 2. In that paragraph “the trigger” was limited to persons entitled to IB and SDA. The correction is that from 14 August, the “trigger” is that the person is found incapable of work following a personal capability assessment and is entitled to benefit - not limited only to entitlement to IB and SDA<sup>1</sup>.  
*1 Sch 2, para 5(a).*
- 4 The attached Annex replaces the Annex to Appendix 2 and should be brought into use from 14 August 2000.

## **Annex - Pilot areas**

- 1 The areas of the LAs listed below within the area of Buckinghamshire County Council -
  - Aylesbury Vale District Council
  - Chiltern District Council
  - Wycombe District Council
  - South Buckinghamshire District Council
  - Milton Keynes District Council
  
- 2 The areas of the LAs listed below within the area of Somerset County Council -
  - Sedgemoor District Council
  - Taunton District Council
  - South Somerset District Council
  - West Somerset District Council
  - Mendip District Council
  
- 3 The area of Warwickshire County Council, except for the areas of the Parish Councils listed below -
  - Alcester
  - Arrow
  - Aston Cantlow
  - Bidford on Avon
  - Bagington
  - Bubbenhall
  - Coughton
  - Earlswood
  - Exhall
  - Great Alne
  - Haselor
  - Hockley Heath
  - Kinwarton
  - Morton Bagot
  - Oldberrow
  - Packwood
  - Portway
  - Salford Priors
  - Sambourne
  - Spernall
  - Stoneleigh
  - Studely

Weethley

Wixford

4 The following postcode districts -

BD11 2, BD12 0, BD12 8, BD12 9, BD19

CB8 0, CB8 7 to CB8 9, CB9 9,

CO10 0, CO10 1, CO10 5, CO10 7 to CO10 9

CM0 to CM6, CM8, CM9, CM11 and CM16

CO5 0RX

DE55 1 to DE55 5, DE55 7

E4, E10, E11, E17 and E18

G78 1 to G78 4

GL15 and GL16\*

HD1 to HD8

HR2 and HR9\*

HX1 to HX8

IG1 to IG10

IP1, IP2 0, IP2 9, IP3 0, IP3 8, IP4 2 IP4 5, IP5 1, IP5 3, IP6 0, IP6 8, IP6 9, IP7 5 to

IP7 7, IP8 3, IP8 4, IP9 1, IP9 2, IP10 0, IP11 0, IP11 7 to IP11 9, IP12 1 to IP12 3,

IP13 0, IP13 6 to IP13 9, IP14 1 to IP14 6, IP15 5, IP16 4, IP17 1 to IP17 3, IP18 6,

IP19 0, IP19 8, IP19 9, IP27 0, IP27 9, IP28 6 to IP28 8, IP29 4, IP29 5, IP30 0,

IP30 9, IP31 1 to IP31 3 IP32 6, IP32 7, IP33 2 and IP33 3

KA28 to KA30

LS1 to LS29\*

NG14 7, NG16 5, NG16 6, NG17 to NG22, NG23 5, NG23 6 and NG25

NP1, NP4 to NP11, NP15, NP16, NP18, NP 19, NP20, NP25, NP26 and NP44\*

NR32 3 to NR32 5, NR33 7 to NR 33 9, NR34 0 and NR34 7 to NR 34 9

OL14

PA1 to PA27

RM6, except for the following parts: 5AA, 5BH, 5HD, 5HB, 5HH, 5HP, 5EP, 5ER,

5EL, 5QT, 6DU, 6DX, 5TJ, 5SB, 6RH, 5RA, 5QX, 6RJ, 6RL and 6RB

RM8, except for the following parts: 3UH, 3UL, 3UB, 3UA, 3HX, 3HR, 3HA, 3HB,

3HD, 3JA, 3HU, 3JP, 3XX, 3YA, 3YB, 3YH, 3YJ, 3YL, 1UT, 1XA, 1DB, 1DD, 1DH,

1DJ, 1YR, 1YP, 1BX, 1BU, 1BT, 1BP, 3RP, 3RR, 3SR, 3UD, 3UX, 1XJ and 1XL

SS0 to SS6 and SS9

SS11, but only the following parts: 7EE, 7PR, 7BS, 7NW, 7NP, 7NS, 7NJ, 7NR,

7NX, 7PD, 7PB, 7PE, 7PA, 7PT, 7BL, 7JG, 7HU, 7JE, 7PX, 7HS, 7QH, 7BJ, 7NB,

7ND, 7EY, 7HY, 7HZ, 7JD, 7JF, 7DP, 7DN, 7JQ, 7BQ, 7JG, 7BG, 7NA, 7LY, 7LX,

7BH, 7BW, 7EX, 7ET, 7LZ, 7EP, 7BE, 7LR, 7LP, 7HX, 7PP, 7PY, 7DX, 7DY, 7HB,

7HA, 7BN, 7ES, 7PU, 7QD, 7QA, 7QB, 7PZ, 7DW, 7HP, 7PS, 7QF, 7PN, 7HT,

7QG, 7EU, 7DR, 7DT, 7DA, 7DB, 7NU, 7JB, 7JA, 7LN, 7LW, 7LS and 7BP

SS12

WA1 to WA5, WA7, WA8 and WA11 to WA13  
WF3 and WF12 to WF17

\*in so far as they lie within the areas of Leeds City Council, Monmouthshire County Council, Newport County Borough Council or Torfaen County Borough Council.



## Appendix 4

### Work-focused interviews in Jobcentre Plus areas

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#### Introduction

- 1 This Appendix gives guidance on the requirement for people to take part in work-focused interviews if they live in the areas covered by Jobcentre Plus (JCP) pathfinder offices and JCP Work-focused interview extension sites. These provisions are introduced by the Social Security (Jobcentre Plus Interviews) Regulations, 2001 (SI 2001/3210).
- 2 From 22.10.01 claimants of specified benefits who live in certain areas will be required to take part in a work-focused interview as a condition of claiming and receiving benefit. Failure to take part will result in a penalty. Appendix 5 deals with changes to existing arrangements for work-focused interviews for lone parents and under the ONE scheme<sup>1</sup>.

3 From 15.12.08 claimants required to take part in a Wfl under this scheme who are entitled to

1. IB **or**
2. IS paid because the claimant is
  - 2.1 incapable of work **or**
  - 2.2 appealing against a decision embodying a determination that they are not incapable of work **or**
3. SDA

are required to take part in a Wfl under the IB Pathways to Work Scheme. See DMG 05710 et seq for further guidance.

*1 SS (IBWFI) Regs 08, reg 3(3)(a)(i)*

## Who is affected

4 Claimants who<sup>1</sup>

1. live in an LA area or in a postcode district listed in the Annex to this appendix **and**
2. are aged 16 but under pensionable age when they make a claim **and**
3. are not in remunerative F/T work **and**
4. claim one or more of the following benefits (“the specified benefit”)
  - 4.1 IS
  - 4.2 IB
  - 4.3 bereavement benefit<sup>2</sup> (but not a bereavement payment)
  - 4.4 CA
  - 4.5 SDA

have a requirement to take part in a work-focused interview placed upon them. Remunerative work is work for which payment is made or which is done in expectation of payment in which the claimant is engaged for not less than 16 hours a week<sup>3</sup>. Pensionable age for a man born before 6.4.55 means the age when a woman born on the same day would reach pensionable age<sup>4</sup>. See DMG 75005 and Appendix 1 to DMG Chapter 75 for guidance about pensionable age.

**Note:** See DMG 05392 about changes from 31.10.05 to the benefits affected.

*1 SS Admin Act, s 2A; SS (JPI) Regs 01, reg 3; 2 reg 2(1); 3 reg 2(3); 4 reg 2(1)*

## Work-focused interviews

- 5 A work-focused interview<sup>1</sup> means an interview conducted to
1. assess a person's prospects for employment, either paid or voluntary
  2. assist or encourage a person to improve the prospects of employment
  3. identify activities which the person may undertake to improve prospects of employment
  4. identify suitable employment or training opportunities for the person
  5. identify educational opportunities connected with the employment prospects of the person.

*1 SS (JPI) Regs 01, reg 2(1)*

- 6 The interview will normally be conducted by an officer of the Secretary of State. An officer may be a member of staff in a JCP office but may include a person providing services to the Secretary of State<sup>1</sup>. A person aged 16 but under age 18 may be required, if appropriate in the circumstances, to have an interview with an officer of the Careers Service or Connexions Service<sup>2</sup>.

*1 reg 2(1); 2 regs 3(3) & 2(1)*

- 7 The interview will normally take place at a JCP office (offices of the DWP or DfEE) but may take place elsewhere (for example in a day centre). The interview may take place in the claimant's home where the officer considers that it would be unreasonable for the claimant to attend a JCP office or elsewhere because personal circumstances mean that attending the office would cause undue inconvenience to the claimant or would endanger health<sup>1</sup>.

*1 reg 9*

## Interviews when claiming

- 8 Claims for a specified benefit are made at JCP offices (offices of the DWP or DfEE)<sup>1</sup>. A person described in paragraph 4 who makes a claim for a specified benefit must take part in a work-focused interview. Providing the claimant meets the requirement to attend a work-focused interview the normal rules governing claims apply (see DMG Chapter 02). Where the claim is made by an appointee, the JCP provisions apply to the person for whom the claim is made, not to the appointee<sup>2</sup>.

*1 SS (C&P) Regs 87, reg 4A & 2(1); 2 SS (JPI) Regs 2001, reg 2(5)*

- 9 Where a person claims more than one of the benefits listed in paragraph 4 **4.**, one interview counts for the purposes of all the benefits claimed<sup>1</sup>.

*1 reg 9*

## Exemptions

- 10 The following claimants do not have to take part in a work-focused interview<sup>1</sup>
1. a person who is engaged in remunerative work at the date of the claim for the benefit or benefits listed in paragraph 4 4.
  2. a person who is claiming JSA, or is entitled to JSA, at the date that the claim for the specified benefit is made (unless paragraph 11 applies).

*1 SS (JPI) Regs 01, reg 7*

- 11 Paragraph 10 2. does not apply where a joint-claim couple are entitled to JSA when a member of that couple is in a joint-claim exemption category (see DMG 20012)<sup>1</sup>.

*1 reg 7*

## Waiving the requirement for an interview

- 12 The requirement for an interview may be waived where an interview would not be
1. of assistance to the claimant
  2. appropriate in the claimant's circumstances<sup>1</sup>.

*1 reg 5(1)*

### Example 1

Janet has profound learning difficulties. She makes a claim for IB through an appointee. It is clear that there is no present or future possibility that she would be able to undertake any form of paid or unpaid work. The requirement to take part in an interview is waived because the interview would not be of assistance to her.

### Example 2

Martin makes a claim for IS because of sickness. Before an interview can be arranged he advises the office that his partner has started F/T work and that he only wants to claim for the period before she started work. The requirement for an interview is waived. Since the claim is only for a past period the interview would not be appropriate in the circumstances.

- 13 Where the requirement to take part in an interview is waived, the claimant is treated as having taken part<sup>1</sup>.

*1 reg 5(2)*

## Deferring the interview

- 14 The requirement to take part in an interview may be deferred<sup>1</sup> where at that time an interview would not be

1. of assistance to the claimant **or**
2. appropriate in the claimant's circumstances.

*1 SS (JPI) Regs 01, reg 6(2)*

15 The claimant's circumstances should be considered when deciding whether it would be appropriate to defer the interview. It may be reasonable to defer the interview where at the time the claim is made the claimant is

- at a time of major change because, for example, they are a lone parent who has recently had a baby
- emotionally distressed because, for example, a close relation of the claimant has died or a relationship has broken down
- too ill to attend a meeting because, for example, the claimant is recovering from a serious illness or operation, or is temporarily debilitated in some other way, or the claimant has a serious degenerative condition
- likely to claim benefit only for a short period because, for example, they are a homeless person staying in short-stay accommodation.

This is not an exhaustive list. There may be other circumstances in which it would not be reasonable to expect someone to attend for an interview.

16 Where the interview is deferred, the officer will discuss with the claimant and agree at what date in the future it will be appropriate to hold the interview<sup>1</sup>. The claimant should be treated as having taken part in an interview until

1. the officer determines that the claimant is to take part in an interview **and**
2. either
  - 2.1 the claimant does take part in an interview **or**
  - 2.2 the officer decides that the claimant has failed to take part<sup>2</sup>.

*1 reg 6(3); 2 reg 6(4)*

## **“Trigger” interviews**

17 A person in receipt of a specified benefit claimed on or after 22.10.01 may be required to take part in an interview at given points during the period of an award. The requirement to take part is triggered by one of the events in paragraph 18 or 19. The requirement for a “trigger” interview may be waived or deferred in the same circumstances as initial interviews.

18 If the claimant is a lone parent aged 18 or over who is entitled to a specified benefit but has not claimed IB or SDA the requirement to take part is triggered by one of the following events

1. it is more than six months since the date on which the claimant took part in an interview when claiming the specified benefit (paragraph 8)
2. it is more than six months since the date on which the claimant took part or failed to take part in an interview under paragraph 18.1. above
3. it is more than twelve months since the date on which the claimant last took part or failed to take part in an interview under paragraph 18.2. above.

Where the interview has been waived (paragraph 12) the six or twelve month period is calculated from the date on which it is determined that the claimant is treated as having attended the interview<sup>1</sup>. The term "lone parent" has the meaning used for IS<sup>2</sup> (see DMG Chapter 20).

*1 SS (JPI) Regs 01, reg 4(1)(a) and 3; 2 reg 4(6)*

19 If paragraph 18 does not apply the requirement to take part in an interview is triggered by the following events

1. the officer receives notification that following a PCA the person is entitled to a specified benefit
2. entitlement to CA ceases but entitlement to another specified benefit continues
3. the claimant starts or ceases P/T work
4. a period of education or training provided or arranged by an officer comes to an end
5. a claimant reaches age 18 and has previously undertaken an interview<sup>1</sup>
6. a claimant has not been required to take part in an interview under 1. to 6. above for at least 36 months<sup>2</sup>.

*1 reg 4(1)(b) and 4; 2 reg 4(5)*

## Taking part in an interview

20 A person as defined in paragraph 4 above is regarded as having taken part in an interview<sup>1</sup> if the person

1. attends at the time and place notified to him by the officer **and**
2. provides information when asked about
  - 2.1 the level to which the person has pursued any educational qualifications
  - 2.2 employment history
  - 2.3 vocational training undertaken
  - 2.4 employment related skills acquired
  - 2.5 any paid or unpaid employment currently being undertaken

**2.6** any medical condition which in the person's opinion might adversely affect prospects of employment

**2.7** any caring or childcare responsibilities.

**Note:** With effect from 31.10.05, the requirements for taking part in interviews change (see DMG 05398 - 05399).

*1 SS (JPI) Regs 01, reg 10(2)*

21 A person aged 16 or 17 is regarded as having taken part in an interview if he attends an interview with the Careers Service or Connexions Service at the time and place notified<sup>1</sup>.

*1 reg 10(3)*

22 The Careers Service or Connexions Service are provided by LEAs in England and Wales, or education authorities in Scotland, or other people authorized by the Secretary of State to provide such a service<sup>1</sup>.

*1 reg 2*

## **Claimant takes part in interview**

23 It is an essential part of the claiming process for the claimant to take part in an interview, as well as providing a properly completed claim form and any information and evidence required<sup>1</sup>.

*1 SS (C&P) Regs, reg 4*

24 Provided the claimant takes part in an interview, the rules relating to the date of claim are unchanged<sup>1</sup>. See DMG Chapter 02 for general guidance on claims and the date of claim.

*1 reg 6A*

25 See paragraph 33 where the officer has made an adverse decision on an earlier attempt to claim.

## **Failure to take part in an interview**

26 If a person does not attend an interview with the Careers Service at the time and place notified in writing, that person has failed to take part in an interview<sup>1</sup>.

*1 SS (JPI) Regs 01, reg 10(3)*

27 If a person fails to attend an interview at the time and place notified in writing, or attends but refuses to provide information or answer questions on any of the subjects in paragraph 20 **2**. when asked to do so, that person has failed to take part in an interview<sup>1</sup>.

*1 reg 10(2)*

28 In practice, a person will be offered three appointments to attend an interview. The officer will only make a decision as to failure to take part

1. after
  - 1.1 the third appointment has been missed **or**
  - 1.2 the claimant has attended an interview but not taken part **and**
2. either after
  - 2.1 the time limit for good cause has elapsed **or**
  - 2.2 the claimant has provided an explanation which does not amount to good cause.

29 A person will be subject to a penalty<sup>1</sup> if they

1. have been notified of the time and place of an interview **and**
2. fail to take part in an interview as defined in paragraph 7 or 16 **and**
3. fail to show good cause for the failure to take part before the end of the fifth working day after the day of the interview.

See paragraphs 32 to 43 below.

*1 SS (JPI) Regs 01, reg 11(1)*

## **Good cause**

30 The following factors should be taken into account when deciding if a person has shown good cause for failure to take part in an interview<sup>1</sup>

1. the person misunderstood the requirement to take part in the interview because of learning, language or literacy difficulties
2. the person misunderstood the requirement to take part in the interview because an officer of the DWP, the DfEE, a private voluntary sector partner or LA gave misleading information
3. the person was attending a medical or dental appointment, or accompanying a person he or she cares for to such an appointment and it would be unreasonable in the circumstances to rearrange the appointment
4. the person had difficulties with the normal method of transport and no reasonable alternative was available
5. the established customs and practices of the person's religion prevented the person attending at the time or on the day of the interview
6. the person was attending an interview with a prospective employer
7. the person is actively pursuing self-employment



8. the person or a dependant, or someone for whom the person provides care suffered an accident, a sudden illness, or a relapse of a physical or mental health condition
9. the person was attending the funeral of a relation or a close friend on the day of the interview
10. the person's disability made it impracticable to attend at the time fixed for the interview.

Other factors may also be taken into account. The general guidance on good cause in Chapter 02 of the DMG should be followed where applicable.

*1 SS (JPI) Regs 01, reg 13*

### **Example 1**

Ruth says that she could not attend at the office because her car broke down on the day before the interview. She is not sick or disabled. The officer finds out that public transport was available and decides that she has not shown good cause for her failure to attend the interview.

### **Example 2**

Michael has learning difficulties. He says that he did not answer questions as to vocational training when asked at an interview because he did not understand what was being asked and was embarrassed to say so. The officer decides that he has shown good cause for failure to take part.

## **Consequences of not taking part**

- 31 A decision of an officer that a person has failed to take part in an interview is subject to the disputes process and can be appealed<sup>1</sup>.

*1 reg 14(3)*

### **Claims**

- 32 Where an officer decides that a person has failed to take part in an interview without good cause and the interview is in connection with a new or repeat claim, the person is regarded as not having made a claim<sup>1</sup>. Where more than one of the benefits at paragraph 4.4. has been claimed, the person is regarded as not having made a claim to any of the benefits<sup>2</sup>. This is a direct consequence of the decision of the officer and no further decision is required from a DM.

*1 reg 11(2)(a); 2 reg 8*

- 33 To establish entitlement to a specified benefit following an adverse decision of an officer, the claimant must make a new claim. As part of that new claim the claimant will be required to attend an interview and complete a new claim form. No account will be taken of the earlier attempt to claim, unless the claimant successfully disputes or appeals the officer's decision<sup>1</sup>.

*1 SS (JPI) Regs 01, reg 11(10)*

### **Deferred initial interviews**

- 34 Where an officer decides that a claimant has failed to take part without good cause in a deferred initial interview when it falls due, the benefit processing DM will determine that entitlement to the benefit or benefits terminates from the first day of the next benefit week following the date of the officer's decision<sup>1</sup>.

*1 reg 11(2)(b)*

- 35 To re-establish entitlement to the benefit or benefits, the person must make a new claim and must take part in an interview.

### **Trigger interviews**

- 36 Where an officer decides that a claimant has failed to take part in a trigger interview without good cause, the claimant's benefit is reduced from the first day of the benefit week following the officer's decision<sup>1</sup>.

*1 reg 11(2)(c)*

- 37 Benefit is reduced by an amount equal to 20% of the amount applicable for a single claimant aged 25 at the date the reduction begins<sup>1</sup>. Benefit cannot be reduced to a sum that is less than ten pence a week<sup>2</sup>.

*1 reg 11(2); 2 reg 11(3)*

- 38 Where more than one of the specified benefits is in payment, the reduction should be applied to the benefits in the following order of priority<sup>1</sup>

1. IS
2. IB
3. bereavement benefit
4. CA
5. SDA.

**Note:** See DMG 05393 about changes to this list from 31.10.05.

*1 reg 11(4)*

- 39 In some cases the amount of the first benefit on the list will be less than the amount of the reduction plus ten pence. In these cases the reduction should be made from the next benefit on the list which is more than the reduction plus ten pence<sup>1</sup>.

*1 SS (JPI) Regs 02, reg 11(5) & (6)*

### Example

Caroline is in receipt of IS and IB. The amount of the reduction plus 10 pence is more than the rate of IS in payment, but less than the IB. The reduction is applied to the IB in payment. No reduction is made to the IS in payment.

- 40 Where none of the benefits in payment is more than the amount of the reduction, the reduction should be applied to the first benefit on the list that is in payment and then to any other benefit in payment until the whole amount is deducted or benefit is exhausted<sup>1</sup>. Benefit should not be reduced below 10 pence.

*1 SS (JPI) Regs 01, reg 11(7)*

- 41 The amount of the reduction is not increased with uprating<sup>1</sup>. If the rates of any benefits in payment change for any other reason, the reduction should be adjusted<sup>2</sup>. If, for example, the full amount of the reduction cannot be made and the rate of benefit increases, the amount of the reduction can be increased.

*1 reg 11(2)(c); 2 reg 11(8)*

- 42 Where the amount of benefit payable is used to determine the payability of another benefit, the amount to be used is the full amount before a reduction<sup>1</sup>.

*1 reg 11(11)*

### Example

Julie is in receipt of CA from which a deduction has been made. Her partner claims an ADI of IB for her. The full amount of CA is used to decide how much ADI is payable when applying the overlapping benefits provisions.

## Changing decisions

- 43 If after benefit has been reduced the claimant takes part in an interview, the reduction ceases to apply from the first day of the benefit week in which the interview takes place<sup>1</sup>.

*1 reg 11(9)*

- 44 When a claimant

1. stops living in one of the LA or postcode areas in the Annex **or**
2. reaches pensionable age

the reduction ceases to apply<sup>1</sup>. The decision reducing the benefit in payment is superseded<sup>2</sup>. See Chapter 04 of the DMG for advice on supersession for change of circumstances.

*1 reg 12; 2 SS (D&A) Regs, reg 6(2)(h)*

- 45 If the decision that the claimant failed to take part in an interview is later found to be wrong, because for example the claimant has not provided sufficient information, the decision may be revised<sup>1</sup>.

*1 SS (D&A) Regs, reg 3(6A)*

#### **Example**

Maureen is in receipt of bereavement allowance. She fails to attend for interview. The officer makes a decision that she has failed to take part in an interview. At a later date she contacts the office and says that she has miscalculated her hours of work and she in fact works more than 16 hours a week. The decision that she has failed to take part is revised.

- 46 If a decision is wrong because there has been an official error, the decision may be revised<sup>1</sup>.

*1 reg 3(5)*

#### **Example**

The officer decides that John has failed to take part in an interview. It is later discovered that John's postcode has been wrongly recorded and he is not in fact resident in a specified area. The officer revises the decision that he failed to take part.

- 47 If a claimant who did not show good cause for failure to take part in an interview within five working days
1. brings new facts to the notice of the officer within one month of the date of the decision that the claimant failed to take part **and**
  2. those facts could not reasonably have been notified within five working days of the day of the interview **and**
  3. the facts show that the claimant had good cause for failure to take part in the interview

the officer's decision may be revised<sup>1</sup>.

*1 SS (JPI) Regs 01, reg 11(12); SS (D&A) Regs, reg 3(1)*

#### **Example 1**

Susan makes a claim for IS but does not turn up for interview on three occasions. The officer decides that she has failed to take part in an interview. She is treated as not having made a claim. Ten days after that her social worker contacts the office and says that Susan suffers from learning difficulties and did not understand that she had to attend. The officer revises the decision that she has failed to take part in the interview<sup>1</sup>. Susan then comes in for a re-arranged interview and the claim proceeds as normal<sup>2</sup>.

*1 SS Act 98, s 9; 2 SS (JPI) Regs 2001, reg 11(12)*

## Example 2

Richard claims IB. It is decided to defer the interview and Richard is treated as having taken part. At a later date he is invited to attend an interview but does not do so and does not contact the officer within five working days. The officer decides that he has failed to take part in an interview. Entitlement to IB is terminated from the first day of the next benefit week<sup>1</sup>.

A week after the officer's decision Richard contacts the office. He says that his son was injured in a road accident on the day of the interview and he has spent long periods at the hospital since then. The officer revises the decision that Richard has failed to take part without good cause<sup>2</sup> and invites him to a rearranged interview. The decision terminating entitlement to IB is also revised<sup>3</sup>. Richard subsequently takes part in an interview.

*1 SS Act 98, s 10; SS (D&A) Regs, reg 6(2)(a); SS (JPI) Regs 2001, reg 11(2)(b);*

*2 SS Act 98, s 9; SS (D&A) Regs, reg 3(1); SS (JPI) Regs 2001, reg 11(12);*

*3 SS Act 98, s 9; SS (D&A) Regs, reg 3(8)*

## Example 3

Mary is a lone parent who has been in receipt of IS for a year. She is invited to attend for an interview but does not do so. The officer decides that she has failed to take part in an interview. IS is reduced from the first day of the next benefit week following the decision<sup>1</sup>.

A week after that decision she telephones to say that on the day of the interview she was attending an interview with a prospective employer which had been arranged at short notice. When she got home after the interview, she found that her child had been sent home from school with measles and needed her attention during the following week. She subsequently takes part in an interview.

The officer revises the decision that she failed to take part in an interview<sup>2</sup>. The decision reducing the amount of IS is revised by the DM and IS is paid at the full rate<sup>3</sup>.

*1 SS Act 98, s 10; SS (D&A) Regs, reg 6(2)(a)(i) & 7(25); SS (JPI) Regs 2001, reg 11(2)(c);*

*2 SS Act 98, s 9; SS (D&A) Regs, reg 3(1)*

*3 SS Act 98, s 9; SS (D&A) Regs, reg 3(8); SS (JPI) Regs 2001, reg 11(12)*

## **Annex - Jobcentre plus areas**

The areas of Shropshire County Council and Telford and Wrekin District Council.

The following postcode districts -

AB10 to AB16, AB21 to AB25, AB30 to AB36, AB39, AB41, AB42 0 to AB42 5,  
AB43, AB44 1, AB45 1 to AB 45 3, AB51 to AB53 8, AB54 6, AB54 7,

B31, B45, BB1 1 to BB1 3, BB1 5 to BB1 9, BB2 1 to BB2 7, BB3 0 to BB3 3, BR9 5  
to BR9 9,

CF15 7, CF31 to CF45, CF72, CH41 to CH49, CH60 to CH63, CM7 1 to CM7 9,

CO1 1 to CO1 2, CO2 0, CO2 7 to CO 2 9, CO3 3 to CO3 5, CO4 3 to CO 4 5,  
CO5 0, CO5 7 to CO5 9, CO6 1 to CO6 4, CO7 0, CO7 7 to CO7 9, CO9 1 to  
CO9 3, CO11 1 to CO11 3, CO12 3 to CO12 5, CO13 0, CO13 9, CO14 8, CO15 1  
to CO15 6, CO16 0, CO16 7 to CO16 9,

DE1, DE3, DE5 0 to DE5 2, DE5 8, DE6, DE7 2 to DE7 9, DE11 0, DE11 7 to  
DE11 9, DE12 6, DE12 8, DE21 to DE24, DE56 0 to DE56 2, DE65, DE72 to DE73,  
DE74 2, DE75 7, DH3 1 to DH3 2, DT6 to DT7,

EH27 to EH29, EH47 to EH48, EH52 to EH55, EX8 1 to EX8 5, EX9 6 to EX9 7,  
EX10 0, EX10 8, EX10 9, EX11 1, EX12 2 to EX12 4, EX13 5, EX13 7 to EX13 8,  
EX14 0 to EX14 4, EX14 9, EX15 1 to EX15 3, EX16 4 to EX16 9, EX17 to EX18,  
EX24,

HA9 HA 10,

M11 to M13, M18 to M19, M43,

NE8 to NE11, NE16 to NE17, NE21, NE31 to NE36, NE39 to NE40, NG10 1 to  
NG10 5, NG16 1 to NG16 5, NW2, NW6, NW10,

SE27, SO20 6 to SO20 9, SO21, SO22, SO24 to SO25, SR6 7 to SR6 8,

SS11 but only the following parts - 7AA, 7AB, 7AD, 7AF, 7AH, 7AP, 7AS, 7AT,  
7AY, 7BA, 7BB, 7BD, 7BT, 7BZ, 7DD to 7DH, 7DJ, 7DQ, 7DS, 7EF, 7EH, 7EJ,  
7EN, 7EQ, 7EW, 7EZ,

7HG, 7HL, 7HQ, 7HR, 7HW, 7JP, 7JR, 7JT, 7JU, 7JX, 7JY, 7JZ, 7LA, 7LD, 7LE,  
7LF, 7LG, 7LT, 7NE, 7NL, 7NN, 7NT, 7NY, 7PF, 7QJ, 7QL, 7QP, 7QR, 7QS, 7QU,  
7QW, 7QX, 7RF to 7RH, 7RJ, 7RN,

SW4 0, SW4 6 to SW4 9, SW8 3 to SW8 5, SW9, SW11, SW12, SW14 to SW17,  
SW18 2 to SW18 5, SW19 6,

ZE1 to ZE3





## Appendix 5

### Work-focused interviews for lone parents and under the ONE service - changes from 22.10.01

Contents	Paragraphs
Introduction	1
Changes to “Trigger Interviews” under the ONE scheme	2 - 6

#### Introduction

- 1 This appendix provides guidance following changes to the provisions for Wfls under the ONE Service and for lone parents. The changes are introduced by the Social Security (Jobcentre Plus Interviews) Regulations 2001 (SI 2001/ 3210) and have effect from 22.10.01. Guidance was previously given in Appendix 2. See Appendix 4 for Jobcentre Plus arrangements.

*1 SS (Jobcentre Plus Interviews) Regs 2001*

#### Changes to “Trigger interviews” under the ONE scheme

- 2 Appendix 2 includes guidance on the requirement on certain claimants to undertake a Wfl during the period of the award of a specified benefit. From 22.10.01 the guidance at paragraphs 3 to 5 below replaces the guidance at paragraph 17 of Appendix 2.
- 3 A person in receipt of a specified benefit may be required to take part in an interview at given points during the period of an award<sup>1</sup>. The events that trigger an interview are those set out at paragraph 6 below where the claimant
1. is a lone parent residing in an area listed in the Annex **and**
  2. is entitled to a specified benefit **and**
  3. has not claimed IB or SDA.

In all other cases it is the events listed at paragraph 5 below which trigger an interview.

*1 SS (Work-focused interviews) Regs 2000, reg 6*

- 4 If the claimant is a lone parent in the circumstances described above the requirement to take part in a Wfl is triggered by the following events
1. it is more than six months since the date on which the claimant took part in an interview when claiming a specified benefit (paragraph 4 of Appendix 2)
  2. it is more than six months since the date on which the claimant took part or failed to take part in an interview under 4.1. above
  3. it is more than twelve months since the date on which the claimant last took part or failed to take part in an interview under 4.2. above.

Where an interview has been waived (Appendix 2) a person is treated as having taken part in an interview. Where this applies the six or twelve month period is calculated from the date on which it is determined that the claimant is treated as having attended the interview<sup>1</sup>.

*1 SS (Wfl) Regs 00, reg 6(1)(a) and (3)*

- 5 If paragraph 6 does not apply the requirement to take part in an interview is triggered by the following events
1. a person continues to be entitled to a specified benefit following a PCA
  2. entitlement to CA ceases but entitlement to another specified benefit continues
  3. the claimant starts or ceases P/T work
  4. a period of education or training provided or arranged by a personal adviser comes to an end
  5. a claimant reaches age 18 and has previously undertaken an interview<sup>1</sup>
  6. a claimant has not been required to take part in an interview under 1. to 5. above for at least 36 months<sup>2</sup>.

*1 reg 6(1)(b) and (4); 2 reg 6(4A)*

- 6 In the annex to Appendix 2 the postcode HD1 to HD8 is replaced with HD1 to HD9 from 22.10.01.

*1 reg 4*

## **Annex - Relevant post code areas for paragraph 5 of this Appendix**

CM1 to CM6

HD1 to HD9, HX1 to HX8

OL14

PA11 but only the following parts

3QT, 3QX, 3QY, 3QZ, 3RX, 3RZ, 3SD, 3SF, 3SJ, 3SL, 3SQ, 3SW, 3SX, 3SY

PA13 to PA16, PA18 to PA19

SS0 to SS6

SS11 but only the following parts

7BE, 7BG, 7BH, 7BJ, 7BL, 7BN, 7BP, 7BQ, 7BS, 7BW

7DA, 7DB, 7DN, 7DP, 7DR, 7DT, 7DW, 7DX, 7DY

7EE, 7EP, 7ES, 7ET, 7EU, 7EX, 7EY

7HA, 7HB, 7HP, 7HS, 7HT, 7HU, 7HX, 7HY, 7HZ

7JA, 7JB, 7JE, 7JF, 7JG, 7JQ

7LN, 7LP, 7LR, 7LS, 7LW, 7LX, 7LY, 7LZ

7NA, 7NB, 7ND,

7PA, 7PB, 7PD, 7PE, 7PN, 7PP, 7PR, 7PS, 7PT, 7PU, 7PX, 7PY, 7PZ

7QA, 7QB, 7QD, 7QF, 7QG, 7QH

SS12

WF12 to WF17

***The content of the examples in this document (including use of imagery) is for illustrative purposes only***