

# Withdrawn

**This publication has been withdrawn.**

It is no longer current.

## DWP Provider Guidance Chapter 9

### ESF Support for Families with Multiple Problems (England)

#### Chapter 9 - Completing ESF Provision and Updating ESF Customer Records (Change of Circumstances)

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#### Completing ESF Provision

1. When a participant has completed their time on provision you need to input this date and the relevant leaver reason into PRaP.

#### Early Completors of ESF

2. An early completer is an individual who completes ESF provision earlier than their expected time. For ESF Families this can only be because they;

- have died
- have started other provision which makes the individual ineligible for ESF ([See Annex 2 of the Guidance](#))
- have volunteered for the Work Programme.

3. You should;

- note your own records to reflect the change
- complete change of circumstances form [ESF15a](#) or [ESF15b](#).
- if it has been agreed locally that changes of circumstances should be notified to the Local Authority, take appropriate action to share the information
- input the relevant end date and appropriate leaver reason in PRaP.

### **Individual has died**

4. If the individual's representative notifies you that the individual has died you should notify your designated ESF Admin team by sending the Change of Circumstances form [ESF15a](#) or [ESF15b](#) whether or not the individual was in receipt of a DWP working age benefit ([see Chapter 3, paragraph 20](#)).

5. Once the ESF Admin team have confirmed this, input the confirmed date as the end date and the appropriate leaver reason in PRaP.

6. If a representative notifies you of an individual's death and the individual was only in receipt of Carers Allowance, inform the representative to contact the Carers Allowance Unit.

### **Individual starts other provision**

7. If ESF Admin team notify you that the individual has started on the Work Programme, Work Choice and other provision specified in [Annex 2](#) of this Guidance which now makes them ineligible for DWP ESF provision, update your records and input the relevant end date and appropriate leaver reason in PRaP.

### **Change of Circumstances Overview**

8. Any changes relevant to the participants' circumstance or changes to their restrictions will be notified to you by Jobcentre Plus. Similarly, you should notify Jobcentre Plus if the participant advises you of any change in their circumstances.

### **Change of Circumstances Forms ESF15a and ESF15b**

9. [ESF15a](#) is used to inform of bulk changes of circumstances [ESF15b](#) for individual change of circumstances.

10. Send completed ESF15 forms to your designated ESF Admin team by secure post. When sending ESF15 forms you **must** send them by fully tracked courier service. Please see [DWP Generic Provider Guidance Chapter 8](#) for more information.

### **Jobcentre Plus notifies you of a change of circumstances**

11. When Jobcentre Plus becomes aware of any changes in information; they will notify you on the change of circumstances [ESF15a](#) or [ESF15b](#) notification form.

### **Changes of Circumstances**

Name  
Address  
Phone Number  
Status  
Signing day/cycle  
Available Hours e.g. Attendance at court  
Caring responsibilities

Sickness/accident  
Admission to Hospital  
Holiday  
Part time working (starting/ ending or change in hours)  
Full time working  
Part time education  
Self employment  
Voluntary Work e.g. Territorial Army; Reserve Forces  
ESA/IB Permitted Work / Voluntary (exempt work)  
Incidents / unacceptable behaviour  
Moves abroad  
Death  
Over eligible age for Pension Credit  
Imprisoned  
Special customer record status  
Transfers Jobcentre Plus District

**(Please Note:** this list is not exhaustive)

12. Jobcentre Plus notifies you of a change of circumstances consider the impact on your engagement / support with the individual/family.

### **Individual/family member notifies provider of change of circumstances**

13. If you are made aware of a change of circumstance you must:

- notify the relevant Jobcentre Plus office on a [ESF15a](#) or [ESF15b](#).
- note your records of the change and if appropriate review the support you are giving the individual.
- If it has been agreed locally that changes of circumstances should be notified to the Local Authority, take appropriate action to share the information.
- where a benefit recipient informs you of a change of circumstances other than those listed above, direct them to report the change to Jobcentre Plus.

14. Individuals in receipt of Carers Allowance only must be directed to report changes to the Carers Allowance Unit, further detailed information is provided on the [GOV.UK](#) website. Do not inform Carers Allowance Unit as it is the responsibility of the individual to do so.

### **Individual starts work**

15. If an individual is a benefit recipient and they notify you that they have started work (either paid or unpaid), you must notify Jobcentre Plus. This includes any part-time, voluntary, full time work or self employment.

16. If the individual has started full time or part-time work direct them to contact Jobcentre Plus to enquire about entitlements to in work benefits.

### **Individual is sick**

17. If an individual is sick, you should notify Jobcentre Plus of the beginning and anticipated end date and the nature of the illness. It would also be good practice for you to note the period of sickness in your records.

## **Individual/family moves to another geographical location**

18. If an individual changes address you should notify Jobcentre Plus. If the change of address results in an individual/family moving to a different Contract Package Area within England they will remain your responsibility. You will need to arrange appropriate support with your strategic partners to deliver the service requirement until the end of the period on provision. Where an individual/family moves to Scotland or Wales you should discuss with the Performance Manager on a case by case basis to agree the appropriate course of action.

## **Individual/family has a holiday planned (within GB)**

19. The process for individuals/family members taking holidays differs depending on the type of benefit they receive:

- Jobseekers Allowance (JSA) claimants are not limited to an amount of time they are allowed to spend away from home within Great Britain. If a claimant is on holiday in GB for more than 4 weeks they should either make a claim at the Jobcentre nearest to where they are staying, or return to their home after a 4 week period and visit the Jobcentre.
- Employment Support Allowance (ESA) claimants are not limited to the amount of time they are allowed to spend away from home within Great Britain; also they are not expected to notify you or the benefit centre if they go on holiday.
- Income Support (IS) and Incapacity Benefit (IB) claimants must notify Jobcentre Plus of the period they will be away and an address where they can be contacted.
- The same process applies to the above equivalent elements of Universal Credit.

**Please note:** For holiday purposes the term 'Great Britain' includes: England, Scotland, Wales, Northern Ireland, Shetland, Hebrides, Orkney, Lundy, Isles of Scilly, Isle of Wight, Isle of Man and the territorial waters adjacent to Great Britain, 'Great Britain' does not include The Channel Islands for holiday purposes.

## **Individual is going abroad temporarily (including holidays abroad)**

20. The effect of going abroad on benefit entitlement differs depending on the type of benefit the individual receives:

- JSA Income Based (IB) claimants going abroad will have their claim for JSA closed for the period they are away.
- JSA Contributory (C) claimants holidaying abroad will also have their claim closed.
- ESA claimants can go abroad for a period of up to 4 weeks and do not have to notify Jobcentre Plus that they are doing so.
- IS and IB claimants can go abroad for a period of up to 4 weeks and do not have to notify Jobcentre Plus that they are doing so.
- In some exceptional cases ESA can be paid to an individual whilst they are abroad for a period of up to 52 weeks. The individual has to request permission from DWP if they wish to do this.
- The same process applies to the above equivalent elements of Universal Credit.

## **Special Customer Record (SCR) individuals**

21. You will be made aware if an individual has SCR when you initially send the [ESF14](#) to the Jobcentre Plus admin team to check eligibility. This means that Jobcentre Plus hold clerical records for this individual.

22. If a SCR individual reports that they are sick, have found work (paid or unpaid) or have had an incident or accident, your Nominated Officer should complete an [ESF15a](#) or [ESF15b](#) form, ensuring that it is marked clearly that the individual has a SCR and send it to the Nominated Officer in the relevant Jobcentre Plus office.

23. Any notifications you receive from Jobcentre Plus about a SCR individual should only be dealt with by your Nominated Officer.

24. All information for SCR individuals whether received from Jobcentre Plus or generated by you must be stored securely at all times. Further information is contained in [Generic Provider Guidance Chapter 8](#).

### **Jobcentre Plus notifies you of an individual mandated to the Work Programme**

25. Jobcentre Plus will notify you on an [ESF15a](#) or [ESF15b](#) if an individual has been mandated to the Work Programme. Your Jobcentre Plus ESF manager will provide you with provider contact details.

26. If you consider that there is added value in the participant continuing to work with your provision e.g. to complete a progress measure, engage with the Work Programme provider to discuss the support you are providing for the individual and agree what additional support you can provide.

27. If an individual is mandated to the Work Programme whilst participating in ESF, you must demonstrate and record on their Action Plan how the support you are providing is added value to WP support.