

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Income Support

jobcentreplus

Department for
Work and Pensions

Changes you must tell Jobcentre Plus about

This information sheet tells you what changes you must tell Jobcentre Plus about if you are getting Income Support.

Use this information sheet to find out about

- why you need to tell us about changes
- the changes we need to know about, and
- how to tell us about changes.

This information sheet gives general guidance on the rights and responsibilities of claimants. It should not be treated as being a current and comprehensive statement of the law.

If you are getting Income Support, Jobcentre Plus has decided that you have less money coming in than the law says you need to live on.

We have used the information you have given on the claim form to make the decision.

If something changes you must **tell us straight away**. If you do not tell us, you might get the wrong amount of money and you could be breaking the law. If this happens you might have to pay back any money you are overpaid. You may also have to pay a financial penalty or face prosecution.

If you are not sure if we need to know about a particular change, **tell us anyway**.

There are some changes that can affect how much you get. We tell you about this in this information sheet.

The changes Jobcentre Plus need to know about

You must **tell us straight away** if any of the things in these notes change. You can tell us about some changes over the telephone. We will ask you to confirm the change in writing if necessary.

Tell us if anything changes for

- you
- your partner.
- your children, or
- anyone else who lives with you.

We use *partner* to mean

- a person you live with who is your husband, wife or civil partner, or
- a person you live with as if you are a married couple.

Tell Jobcentre Plus about any changes straight away. You can phone us or write to us.

You must tell Jobcentre Plus if you or anyone you are claiming for do any paid, unpaid or voluntary work, even if it is only for a few hours.

Also tell us if you or anyone you are claiming for

- start a job, including starting as self-employed
- start to receive Working Tax Credit
- start to receive Child Tax Credit
- start a training scheme
- start full or part time education
- apply for or start receiving other benefits
- are going away from home for any reason
- get an occupational pension, a work or employee's pension, a personal pension, or a compensation payment from the Pension Protection Fund, or there is a change in the amount you get
- get money from somewhere else
- leave school
- change the amount of your savings
- go into hospital
- leave college or full time education
- start living with someone, get married or form a civil partnership, or
- divorce, separate from your partner or have your civil partnership dissolved.

Tell us straight away if

- someone comes to stay in your house, or someone leaves
- your mortgage or any other housing costs change
- your mortgage ends
- you change address
- you change your account details
- you stop or start caring for someone, or
- anyone caring for you is awarded Carer's Allowance.

These lists are only a guide to the types of things we need to know. There are more details of the things we need to know about in the rest of this information sheet. If you are not sure if we need to know about a change, tell us anyway.

Paid and unpaid work

Tell Jobcentre Plus straight away if you, your partner, or any children who have left school

- **do any work at all**, even work that is not paid for
- earn more or less money
- work more or less hours, or
- stop working.

Tips, fees, bonuses, commission, retainers and any other money from an employer count as earnings.

If you are getting Income Support, tell Jobcentre Plus straight away about these earnings. You will need to tell us

- how many hours are worked each week
- how much is earned before tax, National Insurance (NI) contributions or anything else is taken off
- how much the tax and NI contributions are each week
- how much the contributions to a pension scheme are each week
- who personal pension contributions are paid to, and
- the name and address of the employer, in case we need to get in touch with them.

If you work an average of 16 hours or more a week, or your partner works for 24 hours or more a week, neither of you will be able to get Income Support.

Remember to tell Jobcentre Plus straight away if you or your partner, or any children who have left school and still living with you, do any work at all, even work that is not paid for or done on a regular basis.

This rule does not apply to

- some carers
- people who do voluntary work, or
- people who work at home as paid childminders.

To see if you fall into one of these groups, please contact **Jobcentre Plus**.

Other money coming in

Tell Jobcentre Plus if you or anyone you have claimed for

- claim any benefits, pensions or allowances
- get any new money from any other source
- get more or less money
- start getting a different amount of benefit, or
- stop getting a benefit or other money.

Remember to include things like

- social security benefits
- private and occupational pensions, and
- maintenance for a spouse, civil partner, whether it is paid voluntarily, through a written agreement, because of a court order or a child maintenance assessment.

Owning property or land

You must tell Jobcentre Plus straight away if you, your partner or anyone you are claiming for takes ownership of any land or property here or abroad including part ownership.

Savings

Tell Jobcentre Plus

- if savings reach £5,500 or more
- if savings of more than £6,000 go up or down at all
- if a child's savings are more than £3,000
- if you are in a care home and savings of more than £10,000 go up or down at all.

Where you live

Tell Jobcentre Plus if you or anyone you have claimed for

- move to a different address
- decide to buy where you live
- take out a mortgage or loan for repairs or improvements to your home
- pay more money or less money for a mortgage or home loan or service charge
- pay off all or part of the mortgage or home loan, or
- change your loan with a different lender.

Also tell us if

- someone comes to stay in your home
- someone leaves your home
- someone in your home starts to get Income Support, Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit or Universal Credit, or stops getting it, or
- someone in your home starts getting more money coming in or less money coming in.

If you are getting Housing Benefit, tell your local council about any changes to do with where you live.

Changes to do with your family

Tell Jobcentre Plus

- if you get married or form a civil partnership
- if you start living with someone as if you are married
- if you get divorced or have your civil partnership dissolved
- if you and your partner separate
- if you have a child, or a child comes to stay with you
- if any of your children leave school
- if any of your children go into care
- if any of your children go to live with someone else
- if you or your partner go to prison or are held in custody, or
- if you are a lone parent and your youngest dependent child reaches age 5.

People from abroad

If you have come from abroad and are not a United Kingdom (UK) national, the conditions attached to your stay in the UK may change.

Tell Jobcentre Plus if you have applied for asylum in the UK and your application has been

- successful and you are now a refugee
- refused
- refused, but you have been granted exceptional leave to remain, or
- refused, but you have appealed. Tell us the result of your appeal.

If you are not an asylum seeker, tell us if

- the leave granted to you and your family has changed, or
- you are a national of a country within the European Economic Area other than the UK, and the Home Office has asked you to leave the UK.

Going abroad

Tell us if you, your partner or someone you have claimed for, leave the UK for a stay abroad. Your benefit may be affected depending on the length of the stay abroad and the reason for the stay abroad.

Also tell us if you go to Northern Ireland, the Isle of Man or the Channel Islands.

Legal detention

Tell us if you or someone you have claimed for go to prison or go into custody.

Changes to do with your account

Tell us straight away if you change your account.

Going into hospital or a care home

Tell Jobcentre Plus if you or anyone you have claimed for

- go into or come out of hospital, or
- go into or come out of a care home.

Income Support does not normally go down, but some premiums which can be included in Income Support, and other benefits like Attendance Allowance, Disability Living Allowance and Personal Independence Payment, may still stop after four weeks.

If you are not getting Child Tax Credit and are claiming Income Support for a child or young person who goes into hospital, the benefit you get for them will not change.

If you get Child Tax Credit for your children you must let HM Revenue and Customs know if the child goes into hospital.

You may be able to get help with necessary travel costs if you, your partner, or your children go to hospital for NHS treatment as an inpatient or an outpatient.

Carers

If you are a carer, tell Jobcentre Plus if the person you are caring for

- goes into a care home
- changes address
- dies, or
- stops getting Attendance Allowance, Disability Living Allowance or Personal Independence Payment.

If you are claiming or are getting Carer's Allowance, tell us if it stops for any reason.

If someone dies

Someone should telephone or write to Jobcentre Plus if

- you die
- your partner dies
- a child you have told us about on your claim form dies, or someone who is living with you dies.

DWP Bereavement service

This new service means you only have to contact the Department once to report a death, and this information will be shared across all appropriate DWP business areas.

At the same time, all bereaved claimants are offered the opportunity to check what additional help they may get as a result of the bereavement. We will tell you if you can get any benefits as a result of the death, and, whether you can get a Social Fund Funeral Payment or a bereavement benefit. You can make the claim over the phone in the same call.

To contact the DWP Bereavement Service, telephone **0845 60 60 265**.

How to tell Jobcentre Plus about changes

To report a change, contact Jobcentre Plus.

Phone: **0345 608 8545**

Textphone **0345 608 8551**

You can also use the **0845** code to call these numbers. Check with your phone company which code is cheaper for you.

If you want to write to us, our address is at the top of any letters we have sent you.

If you write to us

- Remember to tell us your National Insurance number. You can find this on any letters we have sent you about your Income Support.
- Tell us what has changed and the date it changed from.

Remember

If you are not sure if we need to know about something that has changed, please tell us anyway. The amount of money you get might change.

Our service standards

At Jobcentre Plus we aim to provide a high standard of customer service at all times. Details of the standard of service you can expect from us can be found at **www.dwp.gov.uk/about-dwp**

You can access our website from many libraries.

For more information please contact Jobcentre Plus.