

# Withdrawn

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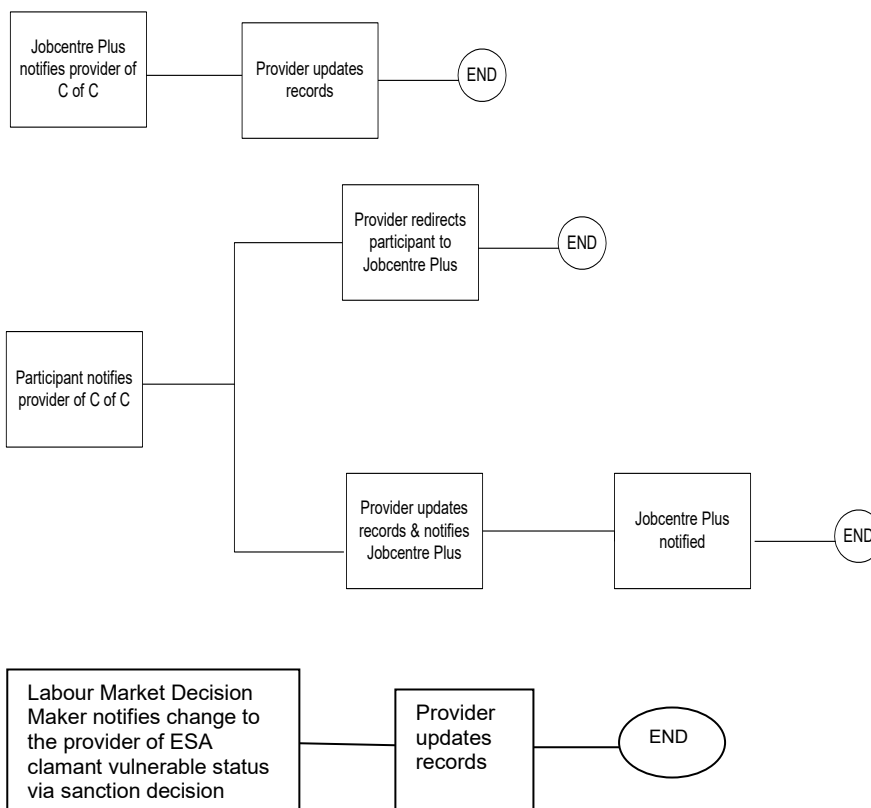
This publication is no longer current.

## Chapter 5 - Change of Circumstances and Notifications

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### High Level Must Dos



## Participant notifies provider of change of circumstances

1. You must notify Jobcentre Plus if the participant (or their representative) tells you that:
  - they have started work (this includes any part time work)
  - they are sick
  - the participant has died
  - they have had an accident or been involved in an incident on your premises

### Actions

- Notify Jobcentre Plus of the change using the [Change of Circumstances form WP07b](#).
- Where a participant informs you of a change of circumstance including those listed above you are to also direct them to report the change to Jobcentre Plus.

### Consequence

Failure to notify Jobcentre Plus may result in an overpayment of benefit to the participant.

### Background

2. Further detail is provided in the [Detailed background and further information section](#).

## Jobcentre Plus notifies provider of a change of circumstances

3. Jobcentre Plus will notify you if a participant has a change in their circumstances on the Change of Circumstances notification form WP07b.

### Action

- Review the change of circumstances and consider the impact on your engagement/support with the participant.

### Consequences

Failure to review a change may result in you providing inappropriate support for your participants. You may also miss out on outcome payments if you fail to record that a participant has started work.

### Background

4. Further detail is provided in the [Detailed background and further information section](#).

## Labour Market Decision Maker (LMDM) notifies provider of a change of circumstances

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5. The LMDM will notify you of a participant's vulnerability if during their investigations they have established that a participant is vulnerable and you have indicated on your last [WP08](#) that the participant was not.

### Action

- Review the change in vulnerable status and consider the impact on your engagement/support with the participant. See [Work Programme Provider Guidance Chapter 4b – Safeguarding and Vulnerability](#).

### Consequences

Failure to review a change may result in you providing inappropriate support for your participants. You may also cause extra work for you and LMDMs as your sanction referrals may be cancelled.

### Background

6. Further detail is provided in the [Detailed background and further information section](#).

## Informing Jobcentre Plus of an incident or accident on your premises

7. Any incidents or accidents which occur on your premises should be reported to your Jobcentre Plus contact immediately by telephone and followed up in writing. See [Generic Provider Guidance Chapter 2 – Delivering DWP Provision](#).

## Easement for Victims of Domestic Violence

8. Where a participant notifies Jobcentre Plus that they have been a victim of actual or threatened domestic violence, Jobcentre Plus will send you the change of circumstances form with the start date of the easement. When the easement ends, Jobcentre Plus will send you another change of circumstances form so that you can resume engagement with the participant.

### Actions

- On receipt of notification that an easement applies, suspend your engagement with the participant. No sanction doubt should be raised if they fail to undertake a mandated activity unless completion was expected before the easement was awarded.
- When you receive notification that the easement period has ended you should resume your engagement with the participant.

### Background

9. Further detail is provided in the [Detailed background and further information section](#).

## Easement for Homeless Persons

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10. Where a person informs Jobcentre Plus that they are homeless Jobcentre Plus may decide to invoke an easement. Where this is the case you will be sent a WP07b.

### **Background**

11. Further detail is provided in the [Detailed background and further information section](#).

### **Migrant Access to Benefit**

12. From 9 February 2015 any existing claim to Jobseeker's Allowance (JSA) Income-Based (IB) made before 1 January 2014 from a European Economic Area (EEA) National with a right to reside as a jobseeker will be informed that they will be subject to a Genuine Prospect of Work (GPoW) assessment.

### **Action**

- On receipt of the WP07b you must make a note of if the participant's JSA is terminated or reinstated and consider the impact if you engage with the participant.

### **Background**

13. Further detail is provided in the [Detailed background and further information section](#)

### **Extended Period of Sickness (EPS)–Jobseekers Allowance participants only**

14. A JSA participant can have two periods of sickness of up to 14 days within a job seeking period. From 30 March 2015 if a participant suffers a third or longer period of sickness, they can volunteer to stay on JSA for up to 13 weeks in a rolling 12 month period on an EPS.

### **Action**

- On receipt of the notification that the participant is on an EPS you must consider the participant's conditionality if you engage with the participant.

### **Background**

15. Further detail is provided in the [Detailed background and further information section](#)

### **Detailed background and further information**

#### **Participant notifies provider of change of circumstances**

16. Where a participant informs you of a change of circumstance including those detailed below, unless otherwise stated, you are to direct the participant to report the change to Jobcentre Plus.

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### **Participant starts work**

17. If a participant notifies you that they have started work (either paid or unpaid), you need to notify Jobcentre Plus. This includes any part-time, voluntary or full time work.

**Please Note:** If you know the address of the employer this information should be entered on the WP07b form when notifying Jobcentre Plus.

### **Participant is sick**

18. 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 your records of their period of sickness.

### **Participant death**

19. If the participant's representative notifies you that the participant has died you must notify your Jobcentre Plus contact straight away by telephone and follow up in writing as usual.

**Please Note:** You should only note your records at this stage. **Do not** undertake any action to input the complete reason until you receive confirmation of the participants' death from Jobcentre Plus.

### **Participant changes email address**

20. If you have chosen to communicate with a participant via email and they report a change of email address to you, you should record this on your system, **do not** send the participant to Jobcentre Plus.

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

21. When Jobcentre Plus becomes aware of any changes in participant information, for example name, address, status (disability, parental etc), telephone number, availability, they will notify you on the change of circumstances notification form (WP07b).

22. You should bear in mind that a participant is with you throughout the 104 weeks duration of the Work Programme and you should endeavour to work with them no matter what their circumstances. However, an exception is where Jobcentre Plus notifies you that a participant has been a victim of actual or threatened domestic violence and a period of easement starts.

### **Changes of Circumstance**

- name
- address
- phone number
- status
- available hours
- caring responsibilities
- signing day/cycle
- sickness
- change in participant's vulnerability status

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- admission to hospital
- holiday
- part time work
- part time education
- voluntary work
- Permitted Work (Employment Support Allowance [ESA] participants)
- entitlement
- ESA WCA appeal
- participant emigrates
- death
- new claim to JSA
- new claim to Income Support (IS)
- Migrant Access to Benefit
- JSA Extended Period of Sickness
- changes to the participants conditionality
- participant is imprisoned
- Special Customer Record participants
- transfer of Jobcentre Plus District
- incident on Jobcentre Plus premises
- where a Lone Parent's youngest child reaches five years old
- easements for victims of domestic violence (JSA/ESA WRAG participants)
- attendance at an Annual Training Camp as a member of the Reserve Forces.

**Please Note:** This list is not exhaustive.

### **Participant moves to another geographical area**

23. If a participant (regardless of claimant group) changes address to one outside your contract package area they will remain your responsibility. It will be up to you to arrange appropriate support via yourselves and your strategic partners to deliver the service requirement until the end of their 104 weeks allotted time.

### **Participant has a holiday planned (within Great Britain)**

24. The process for participants taking holidays differs depending on their claimant group.

25. All JSA claimant groups are entitled to a total of two weeks holiday within a 12 month period.

26. All ESA claimant groups are not limited to the amount of time they are allowed to spend away from home within Great Britain. They are not expected to notify yourselves or the Benefit Centre if they go on holiday.

27. 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.

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**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.

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

28. All JSA (IB) claimants going abroad will have their claim for JSA closed for the period they are away.
29. JSA (Contributory (C)) claimants holidaying abroad will also have their claims closed.
30. If a JSA (C) claimant moves abroad permanently, they may have the right to claim the remainder of their benefit in the country they move to. Jobcentre Plus will inform you of this change.
31. ESA claimants can go abroad for a period of up to four weeks and do not have to notify Jobcentre Plus that they are doing so.
32. IS and IB claimants can go abroad for a period of up to four weeks, but must notify Jobcentre Plus that they are doing so.
33. In some exceptional cases ESA can be paid to a participant whilst they are abroad for a period of up to 52 weeks. The participant has to request permission from DWP if they wish to do this.
34. If permission is granted you will be notified of this change.

### **Participant death**

35. If Jobcentre Plus becomes aware that the participant has died they will contact you immediately by telephone and also notify you in writing.

### **Participant’s entitlement to benefit changes**

36. Should a participant’s entitlement to benefit change during their time with you, Jobcentre Plus will notify you of changes in conditionality/ participation requirements etc.
37. It is important to bear in mind that the participant is to remain with you throughout the 104 weeks allotted time, unless they satisfy one of the early completer reason criteria see [Work Programme Provider Guidance Chapter 10 – Completing the Work Programme](#), no matter what the change(s) in their circumstance.

### **Migrant Access to Benefit**

38. From 9 February 2015 any existing claim to JSA (IB) made before 1 January 2014 from an EEA National with a right to reside as a jobseeker will be informed that they will be subject to a Genuine Prospect of Work (GPoW) assessment.



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39. Claimants will be given three month's notice prior to their GPoW assessment. During the assessment the claimant will be given the chance to provide compelling evidence that they have a GPoW or an alternative right to reside.
40. If the decision maker finds the participant does not have a GPoW and their claim to JSA is terminated you will be notified on form WP07b. Participants will have the right to ask for the decision to be reconsidered or to lodge an appeal.
41. The participant will remain on provision with you regardless of the decision made at the GPoW interview. However, it will no longer be mandatory for participants to attend the work programme if their JSA is terminated.

Form WP07b will be issued to you under the following circumstances:

- following the GPoW interview if the participant is found not to have a GPoW or alternative right to reside and their claim to JSA is terminated
- if the decision that the participant does not have a GPoW is overturned at the reconsideration or appeal stage you will receive a second WP07b informing you that participants claim to benefit has been reinstated. This will mean that their participation will again be on a mandatory basis
- if a participant initially passed the GPoW interview but their benefit is terminated at a later date you will receive the WP07b informing you when the benefit is terminated. This will mean that participation is no longer mandatory.

### **Extended periods of sickness (EPS) – JSA participants only**

42. A JSA participant can have two periods of sickness of up to 14 days within a job seeking period. From 30 March 2015 if they suffer a third or a longer period of sickness, they can volunteer to stay on JSA for up to 13 weeks in a rolling 12 month period on an EPS.
43. The EPS is one continuous period of 13 weeks or less and cannot be split into separate periods. The 12 month rolling period is calculated from the first date of the EPS.
44. If the participant volunteers to continue on JSA during the EPS, they are able to stay close to the labour market with personalised conditionality and support tailored to their illness or health condition.
45. The EPS period may be covered by form JSA28 for up to 14 days. From day 15 or day eight, if the period of sickness was expected to last longer than two weeks, the participant must provide supporting medical evidence, for example, a fit note or Statement of Fitness For Work (SoFFW).
46. If supporting medical evidence is not provided the participant will be expected to be available for and actively seeking work to stay on JSA.

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Supporting medical evidence will be retained by the Jobcentre and the detail relating to a participant's conditionality will be recorded and notified to you on form WP07b.

47. Once the participant decides to remain on JSA, the Jobcentre Plus Work Coach will interview them to agree their temporary conditionality. It may be that the Jobcentre Plus Work Coach allows them to be treated as actively seeking work, for a short period of time at the beginning of the period, but they will be expected to increase their activity as they recover.

### **Tailored Conditionality**

48. If the participant elects to remain on JSA they will be treated as being available for work and capable for work for the whole duration of the EPS.

49. However, the participant can be required to look for work or undertake an activity designed to improve their job prospects or keep them in touch with the labour market.

50. In deciding whether the participant should undertake any activity, the Jobcentre Plus Work Coach will take into account:

- the participant's health condition
- what their Fit Note states
- likely duration of sickness
- their personal circumstances.

51. The Jobcentre Plus Work Coach will then decide whether:

- to remove the conditionality requirements completely for the whole duration of the EPS
- to remove conditionality requirements completely for part of the EPS and the participant has limited conditionality for the remaining duration of the EPS
- the participant has limited conditionality for the whole duration of the EPS.

**For example:** a participant with a six week fit note may have no conditionality for the first two weeks however as they recover they may have four weeks limited conditionality.

52. Tailored conditionality means replacing the conditionality requirements with a new set of temporary requirements which take into account the change in the participant's health condition and which are reasonable in light of their current personal circumstances.

53. The Jobcentre Plus Work Coach will:

- consider when the participant's conditionality will be reviewed taking into account their health condition; and

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- notify the work programme provider on WP07b of any change in conditionality.

### **Conditionality impact for Work Programme Providers**

54. Following the Jobcentre Plus Work Coach assessment of the participant sickness, the Work Coach will decide to remove the participant's conditionality completely, that is no conditionality, or agree that the participant has limited conditionality.
55. The decision made by the Jobcentre Plus Work Coach on the participant's conditionality during the EPS will have an effect on how you engage with the participant.
56. The temporary conditionality requirements which take into account the participant's health condition do not affect their original Claimant Commitment.

### **No conditionality**

57. If the participant's conditionality is removed you must not mandate the participant to undertake any specified activities. However you may continue to engage with the participant during this period taking into account their circumstances and tailoring any activities accordingly.

### **Limited conditionality**

58. If the participant has limited conditionality you may contact the participant to discuss revisions to their action plan and agree what reasonable activities you expect them to do for the time they are under limited conditionality.

**Please Note:** A participant's conditionality may change during the EPS. The Jobcentre Plus Work Coach will notify you if the participant's conditionality changes during EPS on form WP07b.

59. When deciding whether activity is reasonable, activities set will need to be tailored to the health condition or illness and reviewed on a regular basis to ensure they remain appropriate to the participant as they recover or if their health deteriorates.
60. Whilst the participant has limited conditionality they can be supported towards employment for the whole duration of the EPS. The participant must not be mandated to take up work however they can be mandated to apply for a job or complete activities that are steps towards preparing them for work.

**Please Note:** If the period of EPS overlaps a period where you have previously mandated the participant to undertake specified activities a new notification may have to be issued to mirror amendments to the participant's action plan if they have limited conditionality. Alternatively if they have no conditionality the notification will have to be withdrawn taking into account the participant's circumstances.

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### Notification to Work Programme Provider

61. The Jobcentre Plus Work Coach will notify the provider on form WP07b of:

- confirmation that the participant is on an EPS
- the start and end dates of the EPS
- details of their conditionality (whether No conditionality or Limited conditionality)
- start and end dates of each conditionality period

62. On receipt of the WP07b, you should note your records of the dates of the EPS period and tailor your engagement with the participant taking into consideration any conditionality notified by the Jobcentre Plus Work Coach.

63. The Jobcentre Plus Work Coach will issue further WP07b forms during the period they are on EPS in the following circumstances:

- if further supporting medical evidence is provided
- if the participant decides to end their claim to JSA
- to notify you if the participant's conditionality changes
- to notify you of the date when EPS ends and when the participant will be ready to continue with their normal action plan activities

64. If you have not received another WP07b by the end date of the EPS you should contact the Jobcentre Plus Work Coach who will advise and issue form WP07b with the appropriate information.

**Please Note:** If a participant brings a Fit Note to the provider, you must not accept the Fit Note and you should refer the participant to Jobcentre Plus.

### Health condition likely to last longer than 13 weeks

65. At the point the health condition or illness looks likely to last more than 13 weeks the participant will be advised to claim Employment and Support Allowance (ESA) by the Jobcentre Plus Work Coach.

66. Where this is the case the Jobcentre Plus Work Coach will advise you by issuing form WP07b. You should take the usual action to engage with the participant on a change in their conditionality.

### Participant no longer sick

67. If the participant does not supply a further Fit Note, the Jobcentre Plus Work Coach will notify you on a WP07b that the participant is no longer sick and has returned to their original conditionality. You may contact the participant to discuss their on-going support.

### Participant is imprisoned

68. Should the participant become imprisoned whilst attached to the Work Programme, support should continue.

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69. It is important to review the change in circumstances and consider the impact of imprisonment on your engagement/support with the participant.

### **Mandatory participant moves from JSA to ESA**

70. Where you are notified that a mandatory JSA participant has ceased their JSA to claim ESA, they remain attached with you and their participation requirements should be treated as the same as those of a Voluntary ESA participant until the outcome of the Work Capability Assessment (WCA)

71. The WCA should occur within the first 12 weeks of a claim to ESA. The outcome of the WCA will determine the Work Related Activity Group (WRAG) the participant is placed into and therefore the requirements of their participation in the Work Programme as defined in [Work Programme Provider Guidance Chapter 2 - Claimant Groups](#)

72. All change of circumstances notifications either sent to or received from Jobcentre Plus will be on the WP07b Change of Circumstances form.

73. A separate form for each Jobcentre Plus office must be sent on a daily basis unless there are no changes to notify. There are drop-down fields on the form to select:

- the type of benefit claimed by the participant
- the type of change.

74. Once completed, print out and send securely to your locally agreed Jobcentre Plus contact. This process will remain until a secure IT solution is developed. Further information regarding sending document securely can be found in [Generic Provider Guidance Chapter 8 – Information Security](#).

### **Employment and Support Allowance (ESA) changes**

75. Changes have been introduced to limit the period for which contributions-based (ESA (C)) can be paid. These changes were passed as part of the Welfare Reform Act 2012 and came into effect on 1 May 2012.

76. The changes are:

- to limit the amount of time people in the WRAG can receive ESA (C) to 365 days. From 1 May 2012, entitlement stops for claimants who have already received 365 days of ESA (C). (People in the Support Group and those solely claiming income-related ESA (ESA (IR))) are unaffected by this change)
- to remove the special contribution conditions that allowed some young people to qualify for ESA (C) without paying National Insurance contributions, and prevent any new ESA claims on grounds of youth. From 1 May 2012 onwards, young people will still be able to claim ESA (IR) and will receive this if they are entitled.

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### Impact of the Changes

77. There will be no change for claimants already on the Work Programme who move on to ESA (IR) from ESA (C). They will continue to participate in the Work Programme in the same way they did prior to the change.
78. ESA (C) claimants already on the Work Programme who become credits only cases will receive support through the Work Programme as a National Insurance Credits Only case. However, their participation will become voluntary rather than mandatory.
79. Claimants moving onto ESA (IR) from ESA (C) who are not already on the Work Programme will be considered for mandatory referral to the programme by Jobcentre Plus.
80. Claimants moving onto ESA Credits Only from ESA (C) who are not already on the Work Programme will be considered for voluntary referral to the programme by Jobcentre Plus.
81. Jobcentre Plus will notify Work Programme providers of any change in a participant's benefit status on the change of circumstances notification form (WP07b).
82. All payments are based upon the original claimant group regardless of any changes in benefit. More details about participant changes in circumstances during the Work Programme can be found in [Work Programme Provider Guidance Chapter 2 - Claimant Groups](#).

**Please Note:** If you decide to raise compliance doubts for ESA participants who are classified as vulnerable because of their health condition, you must make every effort to ensure they have understood the requirement before raising the compliance doubt and/or that safeguarding action is taken on every occasion they fail to carry out a mandated activity (Further information regarding safeguarding ESA vulnerable participants can be found in [Work Programme Provider Guidance Chapter 4b – Safeguarding and Vulnerability](#)).

### Easements for victims of domestic violence

83. JSA or ESA WRAG participants subject to conditionality can have an easement when they have been a victim of actual or threatened domestic violence.
84. JSA participants will be excused from meeting the labour market conditions: availability, actively seeking employment, having to have a JSAg (unless they already have one) in certain circumstances, if they tell Jobcentre Plus they have been subject to domestic violence in the previous 26 weeks.
85. A claimant can also be excused from attending Jobsearch Reviews during any agreed easement period.

There are two elements to the new easement:

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- an initial four week period starting on the day the person notifies Jobcentre Plus that they have been threatened with or subject to actual domestic violence
  - the facility to extend the initial easement to 13 weeks upon production to Jobcentre Plus of written evidence by the claimant during the initial four week period. If the evidence is produced, the 13 week period will begin on the same date as the four week period.
86. The purpose of the easement is to give the claimant time to resolve any immediate issues arising from the domestic violence, such as finding new accommodation, changing children's schools or getting legal advice etc.
87. Anyone making a new claim or already receiving benefit who tells Jobcentre Plus that they have been a victim of actual or threatened domestic violence is eligible for the initial four week easement as long as:
- the incident of domestic violence occurred within the previous 26 weeks
  - it meets the definition of domestic violence
  - they are not living at the same address as the abuser
  - they have not previously had a period of domestic violence easement within the last 12 months.

### **Notification and Action**

88. A claimant stating that they are a victim of domestic violence will not be referred to the Work Programme until either the end of their 13 week easement period or after the end of the initial four week notification period if they fail to provide supporting evidence within that period.
89. If providers identify that participants already on the Work Programme may be victims of domestic violence, they should advise the claimant to contact their Jobcentre Plus office straightaway.
90. Jobcentre Plus will consider the participant's eligibility and notify the provider in writing if the domestic violence easement applies using the WP07b (change of circumstances) form.
91. The WP07b form will state:
- whether the easement is for four or 13 weeks as appropriate
  - start date of the easement
  - anticipated end date of the easement
  - reason for ending (that is the easement reached full term, no evidence provided by the end of the fourth week, claimant no longer wishes to avail themselves of the easement, etc)
  - the revised date, if the easement ended before the anticipated date
92. A participant does not have to use all of their 13 week easement in one go. If, before the end of the period, they feel that they are able to meet the benefit conditionality requirements, they can 'bank' any remaining

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weeks and apply to use them again provided that they are used up within 12 months of their first notification to Jobcentre Plus that they have been a victim of domestic violence.

### **Easement for Homeless Persons**

93. An easement has been introduced to help support homeless claimants in finding sustainable living accommodation which will help to remove a barrier into employment.
94. The Regulations allow Jobcentre Plus to treat certain homeless claimants as meeting the jobseeking conditions for periods of longer than one week with no limit on the number of occasions on which it can be applied.
95. This will mean that for the period of the easement the claimant will not be required to participate in the Work Programme.
96. This conditionality easement is dependent upon the claimant taking reasonable action to find living accommodation.
97. Claimants who are suffering a domestic emergency as a result of recently becoming homeless can benefit from the easement. It is likely to be most suitable for the specific groups of homeless individuals mentioned below:
  - rough sleepers
  - those staying in direct hostels (that is, hostels designed to include short-stay residency options specifically for the homeless)
98. If an easement is applied, the Jobcentre Plus must urgently advise you of this by issuing you with form WP07b (or any equivalent for other programmes).
99. The WP07b will explain:
  - that the claimant is currently unable to attend/take part in the provision
  - the reason
  - date of commencement of the easement
  - that we will notify them when the circumstances change

### **Duration and Frequency of the Easement**

100. Regulations do not specify a duration for which an easement can be applied for a homeless claimant, nor set a limit on the number of occasions on which it can be applied.
101. It will be for Jobcentre Plus to decide whether a claimant's homelessness constitutes a "domestic emergency" and the length of time for which the easement is to be applied.
102. It is not expected that a domestic emergency due to homelessness would last for more than four weeks. Although Work Coaches can extend the



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duration of the easement beyond four weeks if they decide that it is appropriate.

103. Jobcentre Plus must undertake a review with the claimant on a regular basis, at least fortnightly, to ensure that the continuation of the easement is still appropriate and that the claimant is taking the required actions to find sustainable accommodation.
104. Once the easement has been lifted you will be notified that the claimant can now attend/participate in the Work Programme and the date from which the easement has been lifted.
105. Where an easement period applies, participation on the Work Programme will be suspended for the duration of the easement. During this time, no contact with the participant should be made and no sanction doubt should be raised if they fail to undertake a mandated activity, unless completion was expected before the easement was awarded. When the easement period has finished, Jobcentre Plus will notify the provider using another WP07b form. The provider can then resume engagement with the participant.
106. A participant for whom an easement applies will not have their time on the Work Programme extended. It will remain at 104 weeks.

### **Special Customer Record participants**

107. If a Special Customer Record (SCR) participant reports that they are sick, have found work (paid or unpaid) or have had an incident or accident, your Nominated Officer should complete a Change of Circumstances form WP07b, ensure that it is marked clearly that the customer is a SCR participant and send it to the Nominated Officer in the relevant Jobcentre Plus office.
108. Any notifications you receive from Jobcentre Plus about a SCR participant should only be dealt with by your Nominated Officer who should always ensure that 'SCR participant' is marked clearly at the top of the form before sending it securely to the Nominated Officer in the relevant Jobcentre Plus office. Further information may be found in [Generic Provider Guidance Chapter 2 - Delivering DWP Programme Provision](#).
109. All information on SCR participants whether received from Jobcentre Plus or generated by yourselves must be stored securely at all times. Further information is contained in [Generic Provider Guidance Chapter 8 – Information Security](#).

### **Easement for participants who are members of the Territorial Army or Reserves Forces**

110. From 30 July 2012 the Jobseekers Allowance (members of the Reserve Forces) Regulation 2012 came into force.

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111. The regulation requires Territorial Army members or reserve forces to attend a two week period of training each year. The territorial or reserve forces are:
- Royal Fleet Reserve
  - Royal Naval Reserve
  - Royal Marines Reserve
  - Army Reserve
  - Territorial Army
  - Royal Air Force Reserve
  - Royal Auxiliary Air Force
  - The Royal Irish Regiment.
112. A participant who is a member of the territorial or reserve forces will be excused attendance from the Work Programme for a maximum of 15 days in any calendar year, where they are attending their annual training camp.
113. Where a participant reports that they are due to attend their annual training camp, you should advise them that they are required to report it as a change of circumstances to their local jobcentre office, before they attend the camp.
114. The Jobcentre will confirm the participants attendance on the training course by sending you a WP07b (change of circumstances) form.
115. On receipt of form WP07b, stating that the participant is taking part in annual continuous training, participation in the Work Programme will be suspended for the duration of the training period and no contact should be made with the participant.
116. No sanction referral doubt should be raised if the participant fails to undertake a mandated activity, unless completion of that activity was expected before the annual training period commenced.
117. You can resume engagement with the participant once the end date of the annual training period has passed.
118. A participant for whom this easement applies will not have their time on the Work Programme extended.

### **Labour Market Decision Maker (LMDM) notifies provider of a change of circumstances**

#### **Vulnerable status**

119. During the decision making process undertaken by an LMDM it may become apparent that the ESA claimant's status should be changed to "vulnerable." This may be new information given to the LMDM, which has not previously been shared with DWP.

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120. The LMDM will inform you of the new vulnerable status on your copy of the sanction decision. The wording will be:

**‘Please note that claimant is considered to be vulnerable. Please note your records and ensure that appropriate safeguarding action is undertaken before any future referrals are made. Any further referrals for which no safeguarding action has been undertaken may be cancelled.’**

121. This should be updated onto your participant system as soon as possible. For further information refer to [Work Programme Provider Guidance Chapter 4b - Safeguarding and Vulnerability](#).