

About this guide

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- 1 The main contents list at the front of this guide:
 - lists the main headings within every section of this guide **and**
 - is a quick reference to the structure of the guide and its subject.
- 2 This guide is divided into four sections. Each section has its own comprehensive contents. Each section contents gives a detailed list of that section's subject headings.

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What this guide includes

- 50 This guide includes instructions to staff:
 - involved in suspending and terminating a customer's payment of benefit
 - who have to stay a decision on a customer's claim to benefit.
- 51 This guide replaced the former Suspending and Withholding Payments Guide (withdrawn in 1999).
- 52 This guidance applies to all benefits except IS and Incapacity for Work decisions.

See the Income Support Guidance and Procedures (GAP) Volume 9 for details about suspending and terminating IS payments.

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What this guide does not include

- 100 This guide does not include:
 - details of the action to take on computer systems to suspend, terminate entitlement to benefit or stay a decision. This action can be found in the relevant guidance for individual benefits
 - details of the issues that will lead to a case being stayed. This information can be found in the relevant guidance for individual benefits
 - instructions for IS cases.

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