

**Changes to Income
Support for lone parents
and Jobseeker's
Allowance for all parents**

Phase 2 from 26 October 2009

Phase 3 from 25 October 2010

www.direct.gov.uk

jobcentreplus

Part of the Department
for Work and Pensions

Changes to Income Support for lone parents and Jobseeker's Allowance for all parents

Introduction

On 24 November 2008, changes were introduced to Income Support for certain lone parents and to Jobseeker's Allowance for all parents. Please refer to the Social Security (Lone Parents and Miscellaneous Amendments) Regulations 2008; a copy of this document is available online.

www.opsi.gov.uk/si/si2008/draft/ukdsi_9780110843285_en_1

The Regulations state that, from 2010, lone parents with a youngest child aged 7 or over will no longer be entitled to Income Support only on the grounds of being a lone parent. Instead, those able to take up paid employment may claim Jobseeker's Allowance. The Regulations recognise that some lone parents and parents face circumstances that need special consideration and provide additional flexibilities in the Jobseeker's Allowance rules to accommodate their individual needs. Those lone parents with a disability or health condition may claim Employment and Support Allowance.

This information pack is intended to provide information about the changes, to aid understanding and to enable external organisations to deal with enquiries from customers.

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1. Background

- 1.1 The Government is committed to eradicating child poverty by 2020. Currently there are 2.9 million children living in poverty. In addition to making families better off, paid work has other important benefits including improving the health and well-being and future prospects of both parents and children.
- 1.2 Since 1997 considerable progress has been made in increasing the lone parent employment rate to 56.3 per cent but we still face major challenges to eradicate child poverty. Over half – 58 per cent – of children in non-working lone parent families live in poverty, compared to 19 per cent of children of lone parents working part-time and 7 per cent of those working full-time.
- 1.3 The Government's policies for lone parents, therefore, are a balance between providing financial and other assistance to support his or her family, and wider responsibilities to lift families and children out of poverty. On this basis, the Government is committed to the principle that once children are older, lone parents who are claiming benefits and are able to do so, should be expected to look for paid employment.

The changes

- 1.4 From 24 November 2008, most lone parents with older children making a new or repeat claim for benefit were no longer entitled to Income Support only on the grounds of being a lone parent.
- 1.5 From 2010, most lone parents with a youngest child aged 7 or over will no longer be entitled to Income Support only on the grounds of being a lone parent. Instead, those able to take up paid employment may claim Jobseeker's Allowance and those with a disability or health condition may claim Employment and Support Allowance.

These changes are being introduced in 3 phases and will affect:

Most lone parents making new or repeat claims with:

- a youngest child aged 12 or over from 24 November 2008;
- a youngest child aged 10 or over from 26 October 2009; and
- a youngest child aged 7 or over from 25 October 2010.

- 1.6 Instead, those able to take up paid employment may claim Jobseeker's Allowance and those with a disability or health condition may claim Employment and Support Allowance.

Most existing lone parents' Income Support which will cease by:

- December 2009 for lone parents with a youngest child aged 12 or over;
- September 2010 for lone parents with a youngest child aged 10 or over; and
- April 2011 for lone parents with a youngest child aged 7 or over.

- 1.7 To underpin these changes, a series of measures (see Annex 1) were introduced to support lone parents to prepare for and move into work. These measures complement existing provision that is already available to support lone parents.

Exceptions

- 1.8 Some lone parents may still be able to receive Income Support under certain circumstances, for example if they:

- are a foster parent with a foster child living with them;
- are receiving Carer's Allowance; or
- have a dependent child in receipt of the middle or highest rate care component of Disability Living Allowance.

- 1.9 This list is not exhaustive. Lone parents will be provided with more information on whether the changes apply to them in discussions with their adviser.

Final year quarterly work-focused interviews

- 1.10 More frequent work-focused interviews for lone parents affected by the changes have been introduced to provide them with more support. They will take place every 3 months in the year before a lone parent's Income Support ceases, to provide advance notice and to explain the differences in benefits and responsibilities.

- 1.11 These quarterly work-focused interviews are being introduced throughout the 3 phases as follows:

- 24 November 2008 – for lone parents with a youngest child aged 9 to 11
- 26 October 2009 – for lone parents with a youngest child aged 6 to 8
- 25 October 2010 – for lone parents with a youngest child aged 6.

Changes for all parents

- 1.12 Additional flexibilities in the Jobseeker's Allowance regulations were introduced that recognise some parents face circumstances that need special consideration. This is to accommodate their individual needs and protect the most vulnerable customers. Operational changes have also been introduced to accommodate lone parents in certain circumstances (see section 2).

Changes to Jobseeker's Allowance for lone parents with a child aged 12 or younger

- 1.13 The Jobseeker's Allowance (Lone Parents) (Availability for Work) Regulations 2010, came into force on 26 April 2010. This allows eligible lone parents claiming JSA, with a child aged 12 or younger to restrict the hours they are available for work to their child's normal school hours.

2. Changes to Jobseeker's Allowance for all parents

- 2.1 On 24 November 2008 changes were made to Jobseeker's Allowance to provide consistency/fairness and flexibility for **all jobseekers who have caring responsibilities for a child that lives in their household.**

Just cause

- 2.2 If a jobseeker with caring responsibilities for a child leaves a job for childcare reasons, advisers must consider the availability and suitability of childcare when considering whether it was unreasonable for the person to remain in the job. Advisers must also consider any childcare expenses which the person had to incur because of the job where they are an unreasonably high proportion of the person's earnings. The Labour Market Decision Maker will then take into account all of the circumstances when deciding if they were justified in leaving their job without first looking for other paid employment or negotiating a change of hours/working pattern with their current employer.

Good cause

- 2.3 If a jobseeker with caring responsibilities for a child refuses to take up a job or to comply with a Jobseeker's Direction for childcare reasons, advisers must take account of the availability and suitability of childcare when considering whether it was unreasonable for the person to refuse a job or comply with the Jobseeker's Direction. Advisers must also take account of any childcare expenses that the person would have to incur as the result of the employment or direction. The Labour Market Decision Maker considers all cases where a person with caring responsibilities refuses or fails to carry out a Jobseeker's Direction or refuses to apply for or accept a job because childcare responsibilities make it unreasonable.

Affordable and appropriate childcare

- 2.4 It is not possible to provide a definition of what childcare a jobseeker may consider affordable or appropriate for their child(ren), as each individual case is different. The facts of each case will need to be considered individually.

Reasonable prospects of employment

- 2.5 From 24 November 2008, where a jobseeker with caring responsibilities for a child wishes to restrict their availability to 16 hours, but they would not have reasonable prospects of securing employment due to the type of jobs available in the area, they may be able to restrict the hours they are available for work to a minimum of 16 hours without being penalised. In these circumstances, they may still be able to receive their Jobseeker's Allowance payments.

Domestic emergency

- 2.6 If there is a death, serious illness or domestic emergency involving the lone parent or a close relative or friend, the lone parent will be treated as having good cause for not attending their Fortnightly Job Reviews. Jobcentre Plus may also accept that they are not available to take up work for 1 week on a maximum of 4 occasions in any 12 months. One of these periods can be increased to up to 8 weeks with the remainder taken in 3 one-week periods. This can only happen once in any 12-month period. If the jobseeker needs more time, their adviser will consider if it would be more appropriate for them to claim another benefit.

Parenting order/contract

- 2.7 If a jobseeker has a parenting contract (in England and Wales) or parenting order (in England, Wales and Scotland), they can restrict their availability for work, providing the restrictions are reasonable in light of the order or contract.

Availability and actively seeking work

- 2.8 There may be cases where jobseekers may not be able to obtain affordable and appropriate childcare during school holidays (or similar vacation periods) or where a child is excluded from school.
- 2.9 Jobseekers faced with these difficulties may be treated as available for work and be excused attendance.

Attending an interview or starting a job

- 2.10 Jobseekers with caring responsibilities for a child have 7 days in which to attend an interview and 28 days in which to take up a job offer where they can show that it is unreasonable for them to meet the existing criteria.

Operational changes

Postal signing

- 2.11 If a jobseeker with caring responsibilities for a child is unable to arrange short-term childcare to enable them to sign on, they should contact the Jobcentre to discuss alternatives. If it is accepted that suitable childcare is not available, arrangements can be put in place to allow the parent to sign on for the period in question by post.

Fail to attend/fail to provide a signed declaration

- 2.12 Claims could be disallowed if a jobseeker with caring responsibilities for a child does not attend when required or the claim could be closed if they have not shown good cause for the failure within 5 working days. We will make at least one attempt at contact by telephone on the day a jobseeker fails to attend their Jobcentre Plus interview. We will also send a letter that day to advise them of the need to make urgent contact within 5 working days of their planned attendance advising them that their benefit will be affected. If they do not respond their benefit will end after 5 working days.

Travelling time

- 2.13 In establishing the Jobseeker's Agreement, advisers will take the person's circumstances into account when considering what travel time to a job is reasonable. Jobseeker's Allowance rules stipulate travel time of up to 1 hour each way within the first 13 weeks of a Jobseeker's Allowance claim and 1.5 hours each way thereafter. Jobcentre Plus staff will take health or caring responsibilities into account and consider whether travel time to a job is reasonable, and would include any reasonable time required to drop off and pick up their children from school or childcare.

3. Timetable for moving lone parents off Income Support

3.1 The following timetables provide details of what changes apply for phases 2 and 3:

3.1.1 Phase 2 commenced on 26 October 2009 for:

New and repeat customers

- Most lone parents with a youngest child aged 10 or over who make a claim for benefit will not be entitled to Income Support.

Existing customers

- Those with a youngest child aged 11 or over will be invited to a voluntary interview from 30 November 2009, and from 30 April 2010 most will be unable to claim Income Support.
- Those with a youngest child aged 10 or over will be invited to a voluntary interview from 12 April 2010, and from 8 September 2010 most will be unable to claim Income Support.
- Those with a youngest child aged 9 on 26 October 2009 will be invited to a voluntary interview as their child approaches age 10.

3.1.2 Phase 3 commences on 25 October 2010 for:

New and repeat customers

- Most lone parents with a youngest child aged 7 or over who make a claim for benefit will not be entitled to Income Support.

Existing customers

- Those with a youngest child aged 9 or over will be invited to a voluntary interview from 30 August 2010, and from 31 January 2011 most will be unable to claim Income Support.
- Those with a youngest child aged 7 or over will be invited to a voluntary interview from 25 October 2010, and from 1 April 2011 most will be unable to claim Income Support.
- Those with a youngest child aged 6 on 25 October 2010 will be invited to a voluntary interview as their child approaches age 7.

See Annex 2 for full details of when lone parents' Income Support payments will end.

4. Changes for specific groups

Foster carers

- 4.1 If a lone parent is fostering they will be entitled to Income Support while they have a foster child living with them in their care. The lone parent must inform Jobcentre Plus immediately if their circumstances change.

Students

- 4.2 Prior to 24 November 2008 lone parent full-time students were still entitled to Income Support. However, full-time students do not qualify for Jobseeker's Allowance as they are treated as being unavailable for work.
- 4.3 Lone parents who are full-time students or are following a full-time course of training as part of New Deal for Lone Parents, or as part of an approved programme which meets the objectives of New Deal for Lone Parents, can continue to receive Income Support until at least the date when:
- the course ends or they stop attending; or
 - their youngest child reaches the age at which benefit entitlement would have ended under the rules that were in place when they started the course, whichever comes first.
- 4.4 For lone parents who started or start a full-time course:
- before 24 November 2008, their entitlement will end when they stop attending their course or their youngest child reaches age 16, whichever comes first;
 - on or after 24 November 2008 and before 26 October 2009, their entitlement will end when they stop attending their course or their youngest child reaches age 12 whichever comes first;
 - on or after 26 October 2009 and before 25 October 2010, their entitlement will end when they stop attending their course or their youngest child reaches age 10 whichever comes first; and
 - on or after 25 October 2010 will be subject to the same rules as other lone parents and their entitlement will end when their youngest child reaches age 7.

Self-employed childminders

- 4.5 From 24 November 2008, any lone parent working as a childminder can no longer work over 16 hours a week and still claim Income Support. Changes according to the age of the youngest child were introduced as follows:
- from 24 November 2008 they are no longer entitled to claim Income Support when their youngest child reaches 12;
 - from 26 October 2009 they are no longer entitled to claim Income Support when their youngest child reaches 10; and
 - from 25 October 2010 they are no longer entitled to claim Income Support when their youngest child reaches 7.
- 4.6 If they work as a childminder for less than 16 hours a week they will need to make a claim for another benefit. If they work more than 16 hours a week they will be treated as being in full-time work and they will not be able to make a claim for another benefit. As a result they will need to become a self-employed earner and register this with HM Revenue & Customs. They may also be eligible for Working Tax Credit which they can claim from HM Revenue & Customs.

5. Other payments and deductions

Child Tax Credit

- 5.1 There are a number of lone parents in receipt of Income Support for whom child dependency increases are payable. When these customers claim Jobseeker's Allowance or an Employment and Support Allowance, child dependency increases will not be payable and the lone parent will need to claim Child Tax Credit.
- 5.2 Lone parents were encouraged to claim Child Tax Credit from September 2008 when they attended work-focused interviews and at Options and Choices Events. This will also be discussed at their voluntary interview due to occur 6 weeks before their Income Support ends. Where a claim for Child Tax Credit is not made, existing Tax Credit legislation may be used to facilitate deemed claims to Child Tax Credit with a view to ensuring that Child Tax Credit is in payment well in advance of Income Support ending. This will ensure a smooth transition and prevent any gaps in payments.
- 5.3 As an additional safeguard, and to take account of Child Tax Credit claims that may prove more difficult to decide, entitlement may continue for a further 4 weeks in some cases. Income Support will be extended by 4 weeks in cases where a Child Tax Credit claim has been made but no decision has been made on the date that the lone parent's entitlement would otherwise end.
- 5.4 In some cases when Child Tax Credit is awarded, the amount of Child Tax Credit paid may exceed the Income Support received. In these circumstances the customer will be better off but their Income Support will end immediately. If this happens and the customer is currently receiving help with Housing and Council Tax benefits, they must notify their Local Authority of the change in their circumstances so that they can take this into account if necessary.

Deductions

- 5.5 Where a lone parent has deductions in place from their Income Support, we will arrange for these to continue if a new benefit is granted.

Passported benefits

- 5.6 The move from Income Support to Jobseeker's Allowance or Employment and Support Allowance will be treated as a change of circumstances for Housing Benefit and Council Tax Benefit purposes and there should, therefore, be no interruption to the entitlement or payment of these benefits.

6. Process for ending Income Support

- 6.1 The following process only impacts on existing customers who are not excluded and explains how their Income Support will end and the next steps to take.

Step 1

Voluntary interview invitation

- 6.2 **Eight weeks before** the lone parent's Income Support is due to end Jobcentre Plus will write to the lone parent to let them know when their last payment is due and invite them to an interview.

Step 2

The interview

- 6.3 The interview will take place **6 weeks before** the lone parent's Income Support is due to end.
- 6.4 If the lone parent has not found paid work at this stage, a personal adviser will help them to make a claim for Jobseeker's Allowance if they are able to work, or Employment and Support Allowance if they can't work due to a health condition or disability.

Step 3

At the interview

- 6.5 The voluntary interview will be conducted by an adviser and is expected to last 40 minutes. During the interview the adviser will:
- tell the lone parent if, and where appropriate, how and when the change affects them;
 - discuss the support available to prepare them to move into paid employment;
 - assist them to make a claim for Child Tax Credit, if required;
 - discuss access to New Deal for Lone Parents/flexible New Deal;
 - explain the entitlement conditions if they decide to claim Jobseeker's Allowance or Employment and Support Allowance;
 - assist them to make a claim for Jobseeker's Allowance or Employment and Support Allowance;
 - if appropriate, tell them how to claim Disability Living Allowance if they have a child with a disability and assist them to do so;
 - tell them when they can expect to receive the first payment of their new benefit and the period this will cover.

- 6.6 A Next Steps note will be issued to the lone parent advising the date of their last Income Support payment, the date and time of their new Jobseeker's Interview and the date of their first Jobseeker's Allowance or Employment and Support Allowance payment. It will also show the Benefit Delivery Centre address/enquiry contact details.

Step 4

Customer letter prior to Income Support ending

- 6.7 Four weeks before Income Support is due to end, the lone parent will receive a letter from the Benefit Delivery Centre informing them that their Income Support is due to end.
- 6.8 If the lone parent has not attended their voluntary interview at the 6-week stage they will be invited to a second interview. If the lone parent does not attend the second interview they will be sent a further letter explaining the need for them to make contact with Jobcentre Plus.
- 6.9 If there has been no contact with the Jobcentre Plus office in the previous 3 months, for example at an Options and Choices Event, work-focused interview or case load interview, then a home visit may be considered.

Step 5

Customer formal decision letter

- 6.10 Five days before Income Support is due to end, the lone parent will receive a formal decision letter stating that their Income Support is ending.

See Annex 3 for phase 2 Voluntary Interview Letters

See Annex 4 for phase 3 Voluntary Interview Letters

7. Telling lone parents about the changes

Options and Choices Events

- 7.1 Lone parents will continue to be invited to Options and Choices Events that will provide them with information about:
- how Jobcentre Plus and our partners can help them prepare to return to work;
 - how the local labour market works to support lone parents' return to work;
 - their options when their entitlement to Income Support ceases;
 - the types of childcare which is available to them; and
 - the help available towards the cost of childcare.
- 7.2 These events:
- are recommended for 12 to 15 lone parents, held within school hours and term time; and allow reasonable time for dropping off and picking up children at school;
 - include presentations and discussions led by Jobcentre Plus and, where possible, involve employers and other partners; and
 - are held in a professional labour market environment in an employer or partner premises or Jobcentres.
- 7.3 At the end of the Options and Choices Event, each lone parent will be offered an opportunity to be seen individually, where an adviser will work with them to identify a specific course of action. One of the outcomes could be to sign up to New Deal for Lone Parents.

Work focused interviews

- 7.4 Lone parents will be told about the changes at their mandatory work-focused interview.

Mailshots for lone parents

- 7.5 Lone parents whose Income Support will end during phase 2 received a mailshot during w/c 21 September 2009. This mailshot explained the process for ending Income Support and included a leaflet providing further information.

See Annex 5 for phase 2 Mailshot Letters.

- 7.6 Lone Parents whose Income Support will end during phase 3 received a combined mailshot during w/c 5 October 2009. This mailshot explained Final Year Quarterly Work-focused Interviews and the process for ending Income Support and included a leaflet providing further information.

See Annex 6 for phase 3 Mailshot Letters.

Factsheets

- 7.7 The factsheets (listed below) provide an introduction to the changes.

- **Factsheet 1** – General changes to Income Support for lone parents from October 2009 (phase 2 customers)
- **Factsheet 1** – General changes to Income Support for lone parents from October 2010 (phase 3 customers)
- **Factsheet 2** – (generic) Jobseeker’s Allowance for lone parents

Factsheets 1 and 2 can be found via the following link:

www.dwp.gov.uk/lone-parent-changes

Support package

Extra support for lone parents:

- **Options and Choices Events for lone parents** – offers lone parents the support to make informed decisions about moving into work. Attendance at an Option and Choices Event is voluntary and does not affect any benefit entitlement.
- **Guaranteed Job Interview** – Jobcentre Plus work closely with local employers so that when lone parents are ready to move back into work they can arrange a job interview with one of them where possible. This is also available through Local Employment Partnerships.
- **Work Trials** – a Work Trial gives lone parents the chance to trial an actual job vacancy with an employer for up to 30 working days.
- **In Work Credit** – In Work Credit supports lone parents in their move from benefits to work by providing up to 52 weekly payments of £40 nationally and £60 in London.
- **In Work Advisory Support from Jobcentre Plus advisers** – continued support and guidance from a personal adviser will be offered for all lone parents who have moved into work for up to 26 weeks to help resolve any difficulties and direct individuals towards other support.

Annex 2

Timetable of changes

Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between
Phase 2 26 October 2009	<ul style="list-style-type: none"> • LPs become phase 2 stock and flow only if <ul style="list-style-type: none"> ◆ They are in receipt of IS as a LP on 25 October 2009 ◆ Their youngest child is aged 9–11 on 26 October 2009 • Once in this phase LPs do not move into another phase • LPs making new/repeat claims from 26 October do not become part of phase 2 stock and flow • Changes take effect linked to ages at the relevant date – 26 October 2009 			
Phase 2 26 October 2009	New and repeat claims	From 26 October 2009 youngest child aged 10 and over at point of claim DOB on or before 26 October 1999	From 26 October 2009 , LPs with a youngest child aged 10 or over making a new or repeat claim to IS solely on the grounds of being a LP will no longer be entitled.	N/A

Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between												
Phase 2a 26 October 2009	Stock ¹	Youngest child is aged 11 or over on or before 31 January 2010 DOB between 25 November 1997 – 31 January 1999	For those existing LPs whose youngest child is already aged 11 on 26 October 2009 or becomes 11 on or before 31 January 2010 , IS entitlement will cease from the first day of the benefit week in which the next WFI is due on or after 1 February 2010 (the last payment will be made on the payday in the benefit week before).	IS is removed linked to next FYQWFI due after 1/2/10 FYQWFIs – date of last possible FYQWFI = 29/1/10 Date of next FYQWFI = 30/4/10 <table border="0"> <tr> <td>Benefit week ending</td> <td>IS paid to</td> </tr> <tr> <td>Monday</td> <td>26/04/10</td> </tr> <tr> <td>Tuesday</td> <td>27/04/10</td> </tr> <tr> <td>Wednesday</td> <td>28/04/10</td> </tr> <tr> <td>Thursday</td> <td>29/04/10</td> </tr> <tr> <td>Friday</td> <td>23/04/10</td> </tr> </table>	Benefit week ending	IS paid to	Monday	26/04/10	Tuesday	27/04/10	Wednesday	28/04/10	Thursday	29/04/10	Friday	23/04/10
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Wednesday	28/04/10															
Thursday	29/04/10															
Friday	23/04/10															
Phase 2a 26 October 2009	Flow ²	Youngest child becomes aged 11 on or after 1 February 2010 DOB between 1 February 1999 – 26 October 1999	For those existing LPs whose youngest child is already aged 10 on 26 October 2009 but becomes aged 11 on or after 1 February 2010 , IS entitlement will cease on the IS payday following the date the child becomes aged 11.	Linked to birthday as now												

¹ **Definition of stock** – a LP who was in receipt of IS and whose youngest child was *already* the specified age on the date before the regulatory change comes into force.

² **Definition of flow** – a LP in receipt of IS has a youngest child who *becomes* the specified age on or after the date the regulatory change comes into force.

Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between												
Phase 2b 26 October 2009	Stock	Youngest child is aged 10 on or before 6 June 2010 DOB between 27 October 1999 – 6 June 2000	For those existing LPs whose youngest child is already aged 9 on 26 October 2009 or becomes aged 10 on or before 6 June 2010 , IS entitlement will cease from the first day of the benefit week in which the next WFI is due on or after 7 June 2010 (the last payment will be made on the payday in the benefit week before).	IS is removed linked to next FYQWFI due after 07/06/10 FYQWFIs – date of last possible FYQWFI = 04/06/10 Date of next FYQWFI = 03/09/10 <table border="0"> <tr> <td>Benefit week ending</td> <td>IS paid to</td> </tr> <tr> <td>Monday</td> <td>30/08/10</td> </tr> <tr> <td>Tuesday</td> <td>31/08/10</td> </tr> <tr> <td>Wednesday</td> <td>01/09/10</td> </tr> <tr> <td>Thursday</td> <td>02/09/10</td> </tr> <tr> <td>Friday</td> <td>27/08/10</td> </tr> </table>	Benefit week ending	IS paid to	Monday	30/08/10	Tuesday	31/08/10	Wednesday	01/09/10	Thursday	02/09/10	Friday	27/08/10
Benefit week ending	IS paid to															
Monday	30/08/10															
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Friday	27/08/10															
Phase 2b 26 October 2009	Flow	Youngest child becomes aged 10 on or after 7 June 2010 DOB between 7 June 2000 – 26 October 2000	For those existing LPs whose youngest child is already aged 9 on 26 October 2009 but becomes age 10 on or after 7 June 2010 , IS entitlement will cease on the IS payday following the date the child becomes aged 10.	Linked to birthday as now												

Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between												
Phase 3 25 October 2010	<ul style="list-style-type: none"> • LPs become phase 3 stock and flow only if <ul style="list-style-type: none"> ◆ They are in receipt of IS as a LP on 24 October 2010 ◆ Their youngest child is aged 6–9 on 25 October 2010 • LPs making new/repeat claims from 25 October 2010 do not become part of phase 3 stock and flow • Changes take effect linked to ages at the relevant date – 25 October 2010 															
Phase 3 25 October 2010	New and repeat claims	From 25 October 2010 youngest child aged 7 or over at point of claim. DOB on or before 25 October 2003	From 25 October 2010 , LPs with a youngest child aged 7 or over making a new or repeat claim to IS solely on the grounds of being a LP will no longer be entitled.	N/A												
Phase 3a 25 October 2010	Stock	Youngest child is aged 9 on or before 24 October 2010 DOB between 27 October 2000 – 24 October 2001	For those existing LPs whose youngest child is aged 9 before 25 October 2010 , IS entitlement will cease from the first day of the benefit week in which the next WFI is due on or after 25 October 2010 (the last payment will be made on the payday in the benefit week before).	IS is removed linked to next FYQWFI due on or after 25/10/10 FYQWFIs – date of last possible FYQWFI = 22/10/10 Date of next FYQWFI = 21/01/11 <table border="0"> <tr> <td>Benefit week ending</td> <td>IS paid to</td> </tr> <tr> <td>Monday</td> <td>17/01/11</td> </tr> <tr> <td>Tuesday</td> <td>18/01/11</td> </tr> <tr> <td>Wednesday</td> <td>19/01/11</td> </tr> <tr> <td>Thursday</td> <td>20/01/11</td> </tr> <tr> <td>Friday</td> <td>14/01/11</td> </tr> </table>	Benefit week ending	IS paid to	Monday	17/01/11	Tuesday	18/01/11	Wednesday	19/01/11	Thursday	20/01/11	Friday	14/01/11
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Thursday	20/01/11															
Friday	14/01/11															

Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between												
Phase 3a 25 October 2010	Flow	Youngest child becomes aged 9 on or after 25 October 2010 DOB between 25 October 2001 – 25 October 2002	For those existing LPs whose youngest child already aged 8 on 25 October 2010 who becomes aged 9 on or after 25 October 2010 , IS entitlement will cease on the IS payday following the date the child becomes aged 9.	Linked to birthday as now												
Phase 3b 25 October 2010	Stock	Youngest child is aged 7 on or before 2 January 2011 DOB between 26 October 2002 – 2 January 2004	For those existing LPs whose youngest child is already aged 7 on 25 October 2010 or becomes aged 7 on or before 2 January 2011 , IS entitlement will cease from the first day of the benefit week in which the next WFI is due on or after 3 January 2011 (the last payment will be made on the payday in the benefit week before).	IS is removed linked to next FYQWFI due on or after 03/01/11 FYQWFIs – date of last possible FYQWFI = 31/10/10 Date of next FYQWFI = 01/04/11 <table border="0"> <tr> <td>Benefit week ending</td> <td>IS paid to</td> </tr> <tr> <td>Monday</td> <td>28/03/11</td> </tr> <tr> <td>Tuesday</td> <td>29/03/11</td> </tr> <tr> <td>Wednesday</td> <td>30/03/11</td> </tr> <tr> <td>Thursday</td> <td>31/03/11</td> </tr> <tr> <td>Friday</td> <td>25/03/11</td> </tr> </table>	Benefit week ending	IS paid to	Monday	28/03/11	Tuesday	29/03/11	Wednesday	30/03/11	Thursday	31/03/11	Friday	25/03/11
Benefit week ending	IS paid to															
Monday	28/03/11															
Tuesday	29/03/11															
Wednesday	30/03/11															
Thursday	31/03/11															
Friday	25/03/11															
Phase 3b 25 October 2010	Flow	Youngest child becomes aged 7 on or after 3 January 2011 DOB 3 January 2004 onwards	For those existing LPs whose youngest child becomes aged 7 on or after 3 January 2011 , IS entitlement will cease on the IS payday following the date the child becomes aged 7.	Linked to birthday as now												

Annex 3

Phase 2 Voluntary Interview Letters

LPO, Vol 1

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

The logo for Jobcentreplus, featuring the text 'jobcentreplus' in a white, lowercase, sans-serif font on a dark grey rectangular background.

Part of the Department
for Work and Pensions

Important changes to your Income Support – appointment details

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support. Under the new rules if your youngest child is aged 10 or over, your Income Support may end if you are **only claiming** it because you are a lone parent. Instead, with our support, **you will have to look for paid work and make a claim for Jobseeker's Allowance. If you are not able to work due to a health condition or disability you may be able to claim Employment and Support Allowance.**

As a result of these changes your last payment of Income Support will be made on [date IS ends, inserted by DASO].

It is very important for you to attend an interview to talk to an adviser about these changes or you may be left without any money.

The interview we have arranged for you is:

On

At

Where

With

At the interview an adviser will explain what support is available to help you move into paid work and what you need to do to make a claim for another benefit.

The appointment will last around 40 minutes.

These changes may not apply to you if you are entitled to Income Support for **other reasons**. For example, if you:

- have children for whom the middle or highest rate care component of Disability Living Allowance is payable;
- get Carer's Allowance; or
- are a foster carer and have a foster child living with you.

There may be other reasons why the changes will not apply to you. If you are not sure, ask your adviser when you attend your interview.

If you cannot attend your interview please phone us immediately and we will change the date and time to suit you. Our contact number is at the top of this letter.

We may be able to help with:

- the cost of registered childcare (payments are normally made direct to the childminder)
- travel costs (please bring proof of these, for example travel tickets, to the interview)
- obtaining an interpreter
- any other support that you may need to allow you to attend this interview.

Please let us know before your interview if you need help with any of the above.

[INSERT DASO or admin team contact details]

To find out more about the planned changes and getting into work or training you can visit www.jobcentreplus.gov.uk

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

LPO, Vol 2

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

The logo for Jobcentreplus, featuring the text 'jobcentreplus' in a white, lowercase, sans-serif font on a dark grey rectangular background.

Part of the Department
for Work and Pensions

Important information about changes to your Income Support – 2nd appointment details

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support. Under the new rules if your youngest child is aged 10 or over, your Income Support may end if you are **only claiming** it because you are a lone parent. Instead, with our support, **you will have to look for paid work and make a claim for Jobseeker's Allowance. If you are not able to work due to a health condition or disability you may be able to claim Employment and Support Allowance.**

As a result of these changes your last payment of Income Support will be made on [date IS ends, inserted by DASO]

It is very important for you to attend an interview to talk to an adviser about these changes or you may be left without any money.

Unfortunately, you did not attend the interview on __/__/__ that we arranged for you to discuss these changes.

We have arranged another interview for you and it is:

On

At

Where

With

If you cannot attend your interview, please phone us immediately and we will change the date and time to suit you. Our contact number is at the top of this letter.

We may be able to help with:

- the cost of registered childcare (payments are normally made direct to the childminder)
- travel costs (please bring proof of these, for example travel tickets, to the interview)
- obtaining an interpreter
- any other support that you may need to allow you to attend this interview.

Please let us know before your interview if you need help with any of the above.

Please contact us if you wish to discuss anything in this letter that you are unsure about.

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

LPO, Vol 3

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

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Part of the Department
for Work and Pensions

Important information about Income Support and Child Tax Credits

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support, and that your Income Support was due to end on [original IS end date inserted by DASO]

When your Income Support ends you will no longer receive the Child Dependency Increase you currently get for your child/children. Instead you will receive Child Tax Credit from HM Revenue & Customs (HMRC). If there are no changes in your circumstances, the amount that you currently receive should remain the same.

Because your award to Child Tax Credit has not yet been finalised we have extended your Income Support payments for a further 4 weeks.

This means that your Income Support will now end on [new IS end date inserted by DASO]

This is to allow HMRC extra time to ensure that Child Tax Credit is in place before your entitlement to Income Support ends.

To ensure that you continue to receive money for your child/children we have sent your details to HMRC so that Child Tax Credit can be awarded.

You should be contacted by HMRC soon about your Child Tax Credit.

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

LPO, Vol 4

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

The logo for Jobcentre Plus, featuring the text 'jobcentreplus' in a white, lowercase, sans-serif font on a black rectangular background.

Part of the Department
for Work and Pensions

Important information – end of Income Support payments

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support. Under the new rules if your youngest child is aged 10 or over, your Income Support may end if you are **only claiming** it because you are a lone parent. Instead, with our support, **you will have to look for paid work and make a claim for Jobseeker's Allowance. If you are not able to work due to a health condition or disability you may be able to claim Employment and Support Allowance.**

As a result of these changes your last payment of Income Support will be made on [date IS ends, inserted by DASO].

Unfortunately, you did not attend the interviews on [date of 1st interview to be inserted by DASO] or [date of 2nd interview to be inserted by DASO], that we arranged for you to discuss these changes.

It is very important for you to attend an interview to talk to an adviser about these changes or you may be left without any money.

If you would like to see one of our advisers please contact us before [date IS ends to be inserted by DASO] on the number at the top of this letter.

To remind you that you are no longer entitled to Income Support payments, we will send you an official decision letter the week before your benefit ends.

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

Annex 4

Phase 3 Voluntary Interview Letters

LPO, Vol 1

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

jobcentreplus

Part of the Department
for Work and Pensions

Important changes to your Income Support – appointment details

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support. Under the new rules if your youngest child is aged 7 or over, your Income Support may end if you are **only claiming** it because you are a lone parent. Instead, with our support, **you will have to look for paid work and make a claim for Jobseeker's Allowance. If you are not able to work due to a health condition or disability you may be able to claim Employment and Support Allowance.**

As a result of these changes your last payment of Income Support will be made on [date IS ends, inserted by DASO].

It is very important for you to attend an interview to talk to an adviser about these changes or you may be left without any money.

The interview we have arranged for you is:

On

At

Where

With

At the interview an adviser will explain what support is available to help you move into paid work and what you need to do to make a claim for another benefit.

The appointment will last around 40 minutes.

These changes may not apply to you if you are entitled to Income Support for **other reasons**. For example, if you:

- have children for whom the middle or highest rate care component of Disability Living Allowance is payable;
- get Carer's Allowance; or
- are a foster carer and have a foster child living with you.

There may be other reasons why the changes will not apply to you. If you are not sure, ask your adviser when you attend your interview.

If you cannot attend your interview please phone us immediately and we will change the date and time to suit you. Our contact number is at the top of this letter.

We may be able to help with:

- the cost of registered childcare (payments are normally made direct to the childminder)
- travel costs (please bring proof of these, for example travel tickets, to the interview)
- obtaining an interpreter
- any other support that you may need to allow you to attend this interview.

Please let us know before your interview if you need help with any of the above.

[INSERT DASO or admin team contact details]

To find out more about the planned changes and getting into work or training you can visit www.jobcentreplus.gov.uk

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

LPO, Vol 2

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear



Part of the Department
for Work and Pensions

Important information about changes to your Income Support – 2nd appointment details

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support. Under the new rules if your youngest child is aged 7 or over, your Income Support may end if you are **only claiming** it because you are a lone parent. Instead, with our support, **you will have to look for paid work and make a claim for Jobseeker's Allowance. If you are not able to work due to a health condition or disability you may be able to claim Employment and Support Allowance.**

As a result of these changes your last payment of Income Support will be made on [date IS ends, inserted by DASO]

It is very important for you to attend an interview to talk to an adviser about these changes or you may be left without any money.

Unfortunately, you did not attend the interview on __/__/__ that we arranged for you to discuss these changes.

We have arranged another interview for you and it is:

On

At

Where

With

If you cannot attend your interview, please phone us immediately and we will change the date and time to suit you. Our contact number is at the top of this letter.

We may be able to help with:

- the cost of registered childcare (payments are normally made direct to the childminder)
- travel costs (please bring proof of these, for example travel tickets, to the interview)
- obtaining an interpreter
- any other support that you may need to allow you to attend this interview.

Please let us know before your interview if you need help with any of the above.

Please contact us if you wish to discuss anything in this letter that you are unsure about.

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

LPO, Vol 3

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

The logo for Jobcentre Plus, featuring the text "jobcentreplus" in a white, lowercase, sans-serif font on a black rectangular background.

Part of the Department
for Work and Pensions

Important information about Income Support and Child Tax Credits

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support, and that your Income Support was due to end on [original IS end date inserted by DASO]

When your Income Support ends you will no longer receive the Child Dependency Increase you currently get for your child/children. Instead you will receive Child Tax Credit from HM Revenue & Customs (HMRC). If there are no changes in your circumstances, the amount that you currently receive should remain the same.

Because your award to Child Tax Credit has not yet been finalised we have extended your Income Support payments for a further 4 weeks.

This means that your Income Support will now end on [new IS end date inserted by DASO]

This is to allow HMRC extra time to ensure that Child Tax Credit is in place before your entitlement to Income Support ends.

To ensure that you continue to receive money for your child/children we have sent your details to HMRC so that Child Tax Credit can be awarded.

You should be contacted by HMRC soon about your Child Tax Credit.

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

LPO, Vol 4

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

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Address 4

Postcode (or Correspondence postcode)

Date

NINO

Dear

The logo for Jobcentre Plus, featuring the text 'jobcentreplus' in a white, lowercase, sans-serif font on a dark rectangular background.

Part of the Department
for Work and Pensions

Important information – end of Income Support payments

We recently contacted you to tell you that the Government has changed the rules for lone parents receiving Income Support. Under the new rules if your youngest child is aged 7 or over, your Income Support may end if you are **only claiming** it because you are a lone parent. Instead, with our support, **you will have to look for paid work and make a claim for Jobseeker's Allowance. If you are not able to work due to a health condition or disability you may be able to claim Employment and Support Allowance.**

As a result of these changes your last payment of Income Support will be made on [date IS ends, inserted by DASO].

Unfortunately, you did not attend the interviews on [date of 1st interview to be inserted by DASO] or [date of 2nd interview to be inserted by DASO], that we arranged for you to discuss these changes.

It is very important for you to attend an interview to talk to an adviser about these changes or you may be left without any money.

If you would like to see one of our advisers please contact us before [date IS ends to be inserted by DASO] on the number at the top of this letter.

To remind you that you are no longer entitled to Income Support payments, we will send you an official decision letter the week before your benefit ends.

Yours sincerely

INSERT signature (DASO)

INSERT Jobcentre Plus Manager's Name & Title

Phase 2 Mailshot Letters

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

Ref

Dear

jobcentreplus

Part of the Department
for Work and Pensions

Important changes to your Income Support

I am writing to you because the rules regarding Income Support are changing from **26 October 2009**. This will mean that if your youngest child is aged 10 or over, you will no longer receive Income Support if you are only entitled to it because you are a lone parent.

When your Income Support finishes, you may be entitled to claim Jobseeker's Allowance or another benefit. The enclosed leaflet tells you more about how we will support you through this change and about other help that is available.

The rules are being changed because we want to help you prepare for and move into paid work, or to increase the hours you are already working. We know that as you've been caring for your family, it may have been some time since you were in paid work. So we understand that you may be concerned about what this would mean for you and your family. Taking the first step towards getting a job, or increasing your working hours may appear daunting and you may have lots of questions. Some of the more frequent questions are answered over the page.

The changes are being introduced over the next year for people who are already entitled to Income Support on 26 October 2009. The date your Income Support ends will depend on the age of your youngest child.

Shortly before your Income Support is due to end we will write to you again to invite you to your Jobcentre to see one of our advisers who will be able to tell you more about what this change means.

If you would like more information now, you can go online at www.jobcentreplus.gov.uk or speak to your adviser at your next work focused interview.

Yours sincerely

Dave Keir

Jobcentre Plus

Frequently Asked Questions

Why are the rules on Income Support changing?

The Government is committed to changing the benefit system so that it helps people prepare for and move into paid work.

When is it changing?

The changes will begin to take place from 26 October 2009, starting with people making new or repeat claims to benefit.

When will I stop getting my Income Support?

If you are already entitled to Income Support on 26 October 2009, the changes will affect you over the next year, starting in February 2010. The date on which your Income Support will stop depends on the age of your youngest child.

What if I:

- Have a child who gets the middle-rate or highest-rate care component of the Disability Living Allowance;
- Receive Carer's Allowance;
- Have a foster child living with me?

You will continue to be entitled to Income Support. There may be other reasons why these changes will not affect you. Your adviser will be able to talk through this with you.

I am a student – are there any other circumstances that mean that I could carry on receiving Income Support?

Yes. If, on 26 October 2009, you are already a full-time student, or taking part in a full-time course or training as part of a New Deal employment programme.

What if I'm still not sure what this means for me?

Please get in touch with your nearest Jobcentre and speak to an adviser. They have all the information you'll need and are there to help support you through the change and as you find the best way to get into work, stay in work and still have time to look after your family. There's more information online at www.jobcentreplus.gov.uk.

Phase 3 Mailshot Letters

Address

Title/Forename 1 (or Alias where held)/Surname (or Alias where held)

Address 1 (or correspondence address where held)

Address 2 (or correspondence address where held)

Address 3

Address 4

Postcode (or Correspondence postcode)

Date

Ref

Dear

jobcentreplus

Part of the Department
for Work and Pensions

Important changes to your Income Support

I am writing to you because the rules regarding Income Support are changing from **26 October 2009**. This will mean that if your youngest child was born between 25 October 2000 and 27 October 2003, you will be asked to take part in a work focused interview every three months. This applies even if you are currently working part-time, less than 16 hours a week, or are attending a course, training or education.

The aim of the work focused interview is to help you prepare for getting back into paid work or to increase the hours you are already working. We know that as you've been caring for your family, it may have been some time since you were in paid work. So we understand that you may be concerned about what this would mean for you and your family. Taking the first step towards getting a job, or increasing your working hours may appear daunting and you may have lots of questions. Some of the more frequent questions are answered over the page.

The work focused interview is your opportunity to get advice on work, training, childcare choices and any financial support that is available if you need it. It is very important that you take part, unless you have a good reason not to. Your benefit may be reduced if you do not take part.

Then from **25 October 2010**, if your youngest child is aged 7 or over, you will no longer receive Income Support if you are only entitled to it because you are a lone parent. The date your Income Support ends will depend on the age of your youngest child. You may be entitled to claim Jobseeker's Allowance or another benefit when your Income Support ends. The enclosed leaflet tells you more about how we will support you through this change and about other help that is available.

If you are unsure what this change means for you or would like more information, you can find out more at www.jobcentreplus.gov.uk or speak to your adviser at your next work focused interview.

Yours sincerely

Dave Keir

Jobcentre Plus

Frequently Asked Questions

Why are the rules on Income Support changing?

The Government is committed to changing the benefit system so that it helps people prepare for and move into paid work.

When is it changing?

The changes to work focused interview will start to take place from 26 October 2009 and changes to Income Support rules from 25 October 2010.

When will I stop getting my Income Support?

If you are already entitled to Income Support on 25 October 2010, the changes will be introduced from October 2010 and will be completed by the end of May 2011. The date on which your Income Support will stop depends on the age of your youngest child.

What if I:

- Have a child who gets the middle-rate or highest-rate care component of the Disability Living Allowance;
- Receive Carer's Allowance;
- Have a foster child living with me?

You will continue to be entitled to Income Support. There may be other reasons why these changes will not affect you. Your adviser will be able to talk through this with you.

I am a student – are there any other circumstances that mean that I could carry on receiving Income Support?

Yes. If, on 25 October 2010, you are already a full-time student, or taking part in a full-time course or training as part of a New Deal employment programme.

Why do I have to have a work focused interview?

It's hard getting back into the job market and we want to make sure you are as well prepared as you can be. Our advisers are trained to provide a wide range of support, whether that's on work, training, childcare choices and what financial support that is available if you need it. The interview is an opportunity for you to ask questions and get the right answers.

What if I don't attend the interview?

It's important that if there is a reason why you can't attend, you let us know as soon as possible. Your benefit may be reduced if you do not take part.

What if things in my life change?

If for example you move in with a partner, move house, start a training course or begin part-time work, let us know as soon as possible so that we can update your claim details.

What if I'm still not sure what this means for me?

Please get in touch with your nearest Jobcentre and speak to an adviser. They have all the information you'll need and are there to help support you as you find the best way to get into work, stay in work and still have time to look after your family. There's more information online at www.jobcentreplus.gov.uk

Useful information and links

Jobcentre Plus website – www.jobcentreplus.gov.uk

Directgov website – www.direct.gov.uk

DWP website – www.dwp.gov.uk

Contact

Any questions or issues you may have regarding this pack should be sent to: qh.loneparents-wrp@jobcentreplus.gsi.gov.uk