

## Changes to payday

### What changes are taking place?

Jobcentre Plus will be introducing important changes to working age benefits customers.

Once the change has taken place most people will be paid fortnightly in arrears up to a day linked to their National Insurance number, as shown in the table below.

Last two digits of National Insurance number	Pay week-ending day
00 to 19	Monday
20 to 39	Tuesday
40 to 59	Wednesday
60 to 79	Thursday
80 to 99	Friday

### Conversion Timescales

The process of converting customers benefit to the new arrangements began from 6 April 2009.

Any New claims taken on or after 6 April 2009 are subject to the new rules with conversion of existing claims taking place over two years up to 31 March 2011.

If customers are affected by the changes, Jobcentre Plus will notify them in advance by letter, explaining the details of the change and when it is going to happen.

### How the changes will affect Customers

Below are details of the benefits affected by the changes to pay periods and pay week-ending days and how each one is affected;

#### Jobseeker's Allowance

All new or repeat claims made on or after 6 April 2009 will automatically follow the new arrangements and conversion of existing awards will be completed by March 2011.

#### Income Support

All customers will be converted over the 2 years between 6 April 2009 and March 2011.

#### Bereavement Allowance

All new claims to Bereavement Allowance processed on or after 6 April 2009 will automatically follow the new arrangements. Existing awards made before 6 April 2009 and covering a period after this will not be converted but allowed to expire.

Bereavement Payment is not affected by the changes.

#### Widow's Pension, Widowed Parent's Allowance and Widowed Mother's Allowance

Widowed Parent Allowance processed on or after 6 April 2009 will automatically follow the new arrangements. Existing cases will be selected in stages for conversion between 6 April 2009 and March 2011.

### **Incapacity benefits**

Incapacity Benefit and Severe Disability Allowance will be converted in stages between 6 April 2009 and March 2011.

### **Maternity Allowance**

All new claims processed on or after 6 April 2009 will automatically follow the new arrangements. Awards made before 6 April 2009 and covering a period after this will not be converted but allowed to expire.

### **What financial help is available to customers?**

Certain customer groups will be offered financial assistance during the change over with the following categories of customers being offered a payment worth a week's normal entitlement.

#### **Weekly in arrears paid customers converting to fortnightly in arrears**

To ease the movement from weekly to fortnightly payment in arrears, customers will be offered a **recoverable** payment equivalent to their normal weekly benefit. Recovery of this payment will be made over 6 fortnightly payments (12 weeks).

Customers apply for this payment by completing and returning a slip attached to the customer notification letter which is sent out to them approximately four weeks before conversion.

#### **Weekly in advance paid customers converting to weekly in arrears paid**

To ease the movement from being paid weekly in advance to weekly payment in arrears, customers will be automatically paid a **non-recoverable** payment equivalent to their normal weekly benefit. No action from the customer is required to get this payment.

Customers in receipt of benefit of less than £4 per week will not be offered any of these payments.

### **Product Timescales**

<b>Product</b>	<b>Due Out</b>	<b>Objective</b>	<b>Key Messages</b>
<b>Customer flyer (PP1)</b>	9 Feb 09	Provide customers, Jobcentre Plus and external organisations with details on the changes	<ul style="list-style-type: none"> <li>• Information on the changes and key future dates</li> <li>• How the changes will affect the payments and paydays of customers</li> <li>• Links to more information</li> <li>• Order via normal form ordering routes</li> </ul>
<b>Jobcentre Plus website</b>	20 Jan 09	Provide customers and external organisations with the necessary details of the changes	<ul style="list-style-type: none"> <li>• Background information on the project including future dates</li> <li>• How the changes will affect the payments and paydays of customers</li> <li>• Alternative formats ,BSL DVD with subtitles, Easy</li> </ul>

			<p>Read and alternative languages for this information will be available via this site</p> <ul style="list-style-type: none"> <li>• <a href="http://www.jobcentreplus.gov.uk/paydaychanges">www.jobcentreplus.gov.uk/paydaychanges</a> English version</li> <li>• <a href="http://www.canolfanbydgraith.gov.uk/newidiadaudiwrnodtalu">www.canolfanbydgraith.gov.uk/newidiadaudiwrnodtalu</a> Welsh version</li> </ul>
<b>Customer Information line</b>	Feb 2009/10  Sep 2009/10	Provide telephone-based and text phone support to those customers who have received the notification letter and have questions about the changes	<ul style="list-style-type: none"> <li>• Background information on the project including future dates</li> <li>• How the changes will affect the payments and paydays of the customers</li> <li>• What customers need to do next</li> </ul>
<b>Customer Mailshot</b>	Feb 2009/10 Sep 2009/10	Raise customer awareness and a brief introduction of the changes	<ul style="list-style-type: none"> <li>• What the changes are</li> <li>• How the changes will affect customers</li> <li>• What to do if customers want more information</li> </ul>
<b>Customer System Notifications</b>	April 09 onwards	Provide details as to how the changes affect our customers	<ul style="list-style-type: none"> <li>• Details of the changes</li> <li>• What it means to customers</li> <li>• What to do if customers want more information</li> <li>• How customers can claim financial support</li> </ul>
<b>Alternative formats</b>	April 09 onwards	Provide details of the changes in as many alternative formats as possible	<ul style="list-style-type: none"> <li>• <b>DVD (PP2)</b> in British Sign Language &amp; subtitles in English and Welsh (On request and downloadable)</li> <li>• <b>Video files</b> Media file copies of DVD on JCP website</li> <li>• <b>Easy Read</b> On line and in print JSA – <a href="#">English</a> &amp; <a href="#">Welsh</a> IS, IB, SDA, BB , WB &amp; MA – <a href="#">English</a> &amp; <a href="#">Welsh</a></li> <li>• <b>Alternative languages</b> Information on the changes in ten of the most used languages in the UK (On line and in print) <ul style="list-style-type: none"> <li>1. For customers receiving IS, IB, SDA, BB &amp; WB; <ul style="list-style-type: none"> <li>○ <a href="#">Polish</a><sup>web</sup> (Polski),</li> <li>○ <a href="#">Portuguese</a><sup>web</sup> (Portuguesa),</li> <li>○ <a href="#">Somali</a><sup>web</sup>,</li> <li>○ <a href="#">French</a><sup>web</sup> (Français),</li> <li>○ <a href="#">Urdu</a><sup>web</sup> (اردو),</li> <li>○ <a href="#">Slovak</a><sup>web</sup> (Slovenský),</li> <li>○ <a href="#">Czech</a><sup>web</sup> (Čeština),</li> <li>○ <a href="#">Turkish</a><sup>web</sup> (Türkçe),</li> <li>○ <a href="#">Bengali</a><sup>web</sup>,</li> <li>○ <a href="#">Arabic</a><sup>web</sup> ( برعم )</li> </ul> </li> <li>2. For customers receiving JSA; <ul style="list-style-type: none"> <li>○ <a href="#">Polish</a><sup>web</sup> (Polski),</li> <li>○ <a href="#">Portuguese</a><sup>web</sup> (Portuguesa),</li> <li>○ <a href="#">Somali</a><sup>web</sup>,</li> <li>○ <a href="#">French</a><sup>web</sup> (Français),</li> <li>○ <a href="#">Urdu</a><sup>web</sup> (اردو),</li> <li>○ <a href="#">Slovak</a><sup>web</sup> (Slovenský),</li> <li>○ <a href="#">Czech</a><sup>web</sup> (Čeština),</li> <li>○ <a href="#">Turkish</a><sup>web</sup> (Türkçe),</li> <li>○ <a href="#">Bengali</a><sup>web</sup>,</li> <li>○ <a href="#">Arabic</a><sup>web</sup> ( برعم )</li> </ul> </li> </ul> </li> <li>• <b>Braille</b> (On request)</li> </ul>

