

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

www.jobcentreplus.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 (IS) for certain lone parents and to Jobseeker's Allowance (JSA) 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 IS only on the grounds of being a lone parent. Instead, those able to take up paid employment may claim JSA. The Regulations recognise that some lone parents and parents face circumstances that need special consideration and provide additional flexibilities in the JSA rules to accommodate their individual needs.

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.

Contents

1. Background	4
2. Changes to Jobseeker's Allowance (JSA) for all parents	6
3. Timetable for moving lone parents off Income Support	9
4. Changes for specific groups	11
5. Other payments and deductions	13
6. Process for ending Income Support	16
7. Telling lone parents about the changes	18
Annex 1 – Factsheets	20
Annex 2 – Support package	21
Annex 3 – Useful information and links	22
Annex 4 – Timetable of changes	23
Annex 5 – Quarterly Work Focused Interview letter	33
Annex 6 – Changes mailshot letter	34

1. Background

- 1.1 The Government is committed to halving child poverty by 2010 and eradicating it 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 On 24 November 2008, changes were introduced which mean most lone parents with older children making a new or repeat claim for benefit, are no longer entitled to Income Support (IS) 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 IS only on the grounds of being a lone parent. Instead, those able to take up paid employment may claim Jobseeker's Allowance (JSA) and those with a disability or health condition may claim Employment and Support Allowance (ESA).
- 1.6 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.

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 2) have been 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 IS until their youngest child reaches 16 under certain circumstances, for example if they:

- are a foster parent with a foster child living with them;
- are receiving Carer's Allowance (CA);
- have a dependent child in receipt of the middle or higher rate care component of Disability Living Allowance (DLA);
- have a disability or health condition.

- 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.

Quarterly Work Focused Interviews (QWFIs)

- 1.10 More frequent WFIs 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 IS ceases, to provide advance notice and to explain the differences in benefits and responsibilities.

- 1.11 These QWFIs will be 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 JSA regulations have been 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).

2. Changes to Jobseeker's Allowance (JSA) for all parents

- 2.1 Changes have been made to Jobseeker's Allowance (JSA) 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 Regulations have been amended so that 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.

Good cause

- 2.3 Regulations have been amended so that 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.

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 Prior to 24 November 2008 jobseekers with caring responsibilities for a child could, in agreement with their adviser, restrict their availability to 16 hours a week. If they decided to restrict their availability in this way they must have shown that they had reasonable prospects of securing employment. Even if the local labour market conditions were not favourable (i.e. lack of part-time jobs available), they would still have needed to have been available for at least 16 hours. If they could not meet this requirement they would not have been treated as available for work and JSA would not have been paid.
- 2.6 Regulations have now been amended so that, 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 JSA payments.

Domestic emergency

- 2.7 Regulations have also been amended so that 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 Jobsearch Reviews (FJR). Jobcentre Plus may also accept that they are not available to take up work for one 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

- 2.8 Where a jobseeker with a parenting contract (in England and Wales) or parenting order (in England, Wales and Scotland) is concerned, regulations have been amended so that the parent can restrict their availability for work, providing the restrictions are reasonable in light of the order or contract.
- 2.9 Regulations have also been amended so that in these circumstances, the jobseeker is treated as having good cause for not attending their FJR during the period of the order or contract.

Availability and actively seeking work

- 2.10 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. Prior to 24 November 2008, they would have been treated as not available for work and therefore not entitled to JSA.
- 2.11 Regulations have been amended so that in such circumstances, and where it is agreed that no appropriate, affordable childcare is available in school holidays or where a child is excluded from school, jobseekers faced with these difficulties may be treated as available for work and be excused attendance.

Reasonable prospects on the time to attend an interview or take up employment

- 2.12 Prior to 24 November 2008, regulations stated that a jobseeker with caring responsibilities was expected to attend an interview within 48 hours and take up employment within 7 days of an offer. Jobseekers with caring responsibilities for a child may not be able to arrange appropriate childcare within these timescales.
- 2.13 As such, regulations have been amended so that 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

- 2.14 If a jobseeker with caring responsibilities for a child is unable to arrange short-term childcare to enable them to sign on, for example, during school holidays, and their child cannot be left alone or it is difficult for them to be brought into the Jobcentre, for example, because they have behavioural problems, they can contact the Jobcentre to discuss alternatives. If it is accepted that no suitable childcare is available for the period in question, arrangements will be put in place to allow the parent to sign on by post.

Fail to Attend (FTA)/Fail to Provide a Signed Declaration (FTPSD)

- 2.15 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 FTA 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

- 2.16 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. JSA rules stipulate travel time of up to one hour each way within the first 13 weeks of a JSA 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 changes are being introduced over 3 consecutive years for new/ repeat and existing lone parent customers. In summary, the following 3 phases are:

3.1.1 Phase 1 commenced on 24 November 2008 for:

New and repeat customers

- Most lone parents with a youngest child aged 12 or over who make a claim for benefit will not be entitled to Income Support (IS).

Existing customers

- Those with a youngest child aged 14 or over will be invited to a voluntary interview from 5 January 2009, and from 29 May 2009 most will be unable to claim IS.
- Those with a youngest child aged 12 or over will be invited to a voluntary interview from 11 May 2009, and from 31 December 2009 most will be unable to claim IS.

3.1.2 Phase 2 commences 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 IS.

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 IS.
- 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 IS.

3.1.3 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 IS.

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 IS.
- 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 IS.

See Annex 4 for full details of when lone parents' IS 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 (IS) while they have a 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 entitled to IS. However, full-time students do not qualify for Jobseeker's Allowance (JSA) as they are treated as being unavailable for work.
- 4.3 The Regulations provide for lone parents who are full-time students or are following a full-time course of training as part of New Deal for Lone Parents (NDLP), or as part of an approved programme which meets the objectives of NDLP, to continue to receive IS for a limited period.
- 4.4 This will allow the lone parent to remain on IS 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 (ie 16 before 24 November 2008, 12 before 26 October 2009 or 10 before 25 October 2010), whichever comes first.
- 4.5 For lone parents who started or start a full-time course:

Phase 1 – youngest child aged 11–15

- before 24 November 2008, their entitlement will end when they stop attending their course or their youngest child reaches age 16, whichever comes first;

Phase 2 – youngest child aged 9–11

- before 25 October 2009, their entitlement will end when they stop attending their course or their youngest child reaches age 12 whichever comes first;

Phase 3 – youngest child aged 6–9

- before 24 October 2010, their entitlement will end when they stop attending their course or their youngest child reaches age 10 whichever comes first; and
- 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

- 4.6 Prior to 24 November 2008, if a lone parent was a childminder they could work over 16 hours a week and still claim IS. After 24 November 2008, they are no longer entitled to claim IS when their youngest child reaches 12.
- 4.7 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 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 (IS) for whom Child Dependency Increases (CDI) are payable. When these customers claim Jobseeker's Allowance (JSA), CDI will not be payable and the lone parent will need to claim Child Tax Credit (CTC).
- 5.2 Lone parents have been encouraged to claim CTC from September 2008 when they attended Work Focused Interviews (WFI) at Options and Choices Events. This will also be discussed at their voluntary interview due to occur 6 weeks before their IS ends. Where a claim for CTC is not made, existing Tax Credit legislation may be used to facilitate deemed claims to CTC with a view to ensuring that CTC is in payment well in advance of IS ending. This will ensure a smooth transition and prevent any gaps in payments.
- 5.3 As an additional safeguard, and to take account of CTC claims that may prove more difficult to decide, the Regulations include an additional provision so that IS entitlement may continue for a further 4 weeks in some cases. IS will be extended by 4 weeks in cases where a CTC claim has been made but no decision has been made on the date that the lone parent's entitlement would otherwise end.

Deductions

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

Lone parent transitional loan

- 5.5 When IS ends and a lone parent makes a claim for JSA, there should be no break in the payments they receive if they follow the advice given. However, IS is paid weekly in arrears whereas JSA is paid fortnightly in arrears. This change will mean that they might have a gap between the period their final IS covers and their first payment of JSA.
- 5.6 For example: their IS is paid on a Monday and is last paid on 16 March 2009. They would normally expect to receive another payment of IS a week later, on 23 March, but JSA is paid fortnightly and their pay day will now be a Thursday, so their next payment will be on 26 March.
- 5.7 Lone parents may apply for a transitional loan to cover this gap in payment. If they decide to apply for a transitional loan, we will calculate how much they need from the information they give us at the 6-week voluntary interview and hold on to this until their IS comes to an end. Before the payment is made, a Decision Maker will telephone them to make sure they have gone on to claim JSA, confirm they wish to claim the loan and ask about any relevant changes since they provided the information. In deciding whether a payment is due and what amount, we will take account of their circumstances as well as any other income or savings they may have.
- 5.8 Jobcentre Plus will use existing Social Fund recovery mechanisms to recover the loan.
- 5.9 The lone parent transitional loan only applies to Phase 1 as from Phase 2 the pay day and periodicity alignment will have been introduced.

Pay day and periodicity

5.10 From 6 April 2009, Jobcentre Plus are converting payment periods for the majority of working age benefits (including IS) and assigning a single benefit-week-ending day for each individual, regardless of the benefits they receive, paying customers fortnightly in arrears for a benefit week ending determined by the customer's National Insurance number.

5.11 This change will be done in three key steps, these are:

Step 1 – move from benefit paid in advance to payment in arrears;

Step 2 – move to pay benefits a minimum of fortnightly in arrears; and

Step 3 – move to pay benefit for a common benefit-week-ending day for an individual.

Passported benefits

5.12 The move from IS to JSA will be treated as a change of circumstances for Housing Benefit (HB) and Child Tax Benefit (CTB) purposes and there should, therefore, be no interruption to the entitlement or payment of these benefits.

5.13 IS customers moving to JSA will be treated as a change of circumstances by a Local Authority and payments of HB or CTB are not interrupted. Customers will continue to receive 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 (IS) will end and the next steps to take.

Step 1

Voluntary interview invitation

- 6.2 **Eight weeks before** the lone parent's IS 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 IS 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 (JSA) if they are able to work, or another benefit.

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 about how and when the change affect 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;
 - explain the entitlement conditions if they decide to claim JSA or another benefit;
 - assist them to make a claim for JSA or another benefit;
 - 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; and
 - advise the lone parent that, if they are unable to budget for the change from weekly to fortnightly payments, they may be able to claim a lone parent transitional loan and support them to do so.

- 6.6 A Next Steps note will be issued to the lone parent advising the date of their last IS payment, the date and time of their New Jobseeker's Interview and the date of their first JSA 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** IS is due to end, the lone parent will receive a letter from the Benefit Delivery Centre informing them that their IS 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** IS is due to end, the lone parent will receive a formal decision letter stating that their IS is ending.

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 and to explain their options when their entitlement to Income Support (IS) ceases.
- 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 (NDLP).

Work Focused Interviews

- 7.4 Lone parents will be told about the changes at their mandatory Work Focused Interview (WFI).

Mailshots for lone parents

- 7.5 There have been 2 separate mailshots. The first was issued during week commencing 6 October 2008 to notify lone parents of the requirement to attend Quarterly Work Focused Interviews. The second was issued on 24 November 2008 and provided details of the changes.

Factsheets

7.6 There are 3 factsheets (listed below) that provide an introduction to the changes.

- **Factsheet 1** – General changes to Income Support for lone parents from November 2008
- **Factsheet 2** – Changes to Jobseeker's Allowance for lone parents from November 2008
- **HMRC Factsheet** – Information on Child Tax Credit (issued to lone parents by Jobcentre Plus once their tax credit claim forms have been completed)

Factsheets

Factsheet 1 – General changes to Income Support for lone parents from November 2008

Please use the following links for:

[Factsheet 1 – English version \(revised August 09\)](#)

[Factsheet 1 – Welsh version \(revised August 09\)](#)

Factsheet 2 – Changes to Jobseeker’s Allowance for lone parents from November 2008

Please use the following links for:

[Factsheet 2 – English version \(revised August 09\)](#)

[Factsheet 2 – Welsh version \(revised August 09\)](#)

HMRC factsheet – Information on Child Tax Credit

Please use the following links for:

[English version](#)

[Welsh version](#)

Support package

Extra support for lone parents:

- **Options and Choices Events for lone parents** – an Options and Choices Event offers lone parents the support to make informed decisions about moving into work. Attendance at an Options 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 gives financial support in the move from benefits to work when lone parents most need it, and for up to a year.
- **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 6 months to help resolve any difficulties and direct individuals towards other support.

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

Annex 4

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 1 24 November 2008	<ul style="list-style-type: none"> • Lone parents become Phase 1 stock and flow only if <ul style="list-style-type: none"> ◆ They are in receipt of IS as a lone parent on 23 November 2008 and ◆ Their youngest child is aged 11–15 on 24 November 2008 • Once in this phase lone parents do not move into another phase • Lone parents making new/repeat claims from 24 November 2008 do not become part of Phase 1 stock and flow • Changes take effect linked to ages at the relevant date – 24 November 2008 			
Phase 1 24 November 2008	New and repeat claims	From 24 November 2008 youngest child aged 12 and over at point of claim DOB on or before 24 November 1996	From 24 November 2008 most lone parents with a youngest child aged 12 and over making a new or repeat claim to IS only on the grounds of being a lone parent will no longer be entitled.	N/A
Phase 1 24 November 2008	Stock	Youngest child becomes aged 16 on or before 1 March 2009 DOB between 25 November 1992 – 1 March 1993	For most existing lone parents whose youngest child becomes aged 16 between 25 November 2008 and 1 March 2009 , IS entitlement will cease on the IS pay day in the first benefit week following the date the youngest child becomes aged 16 (as now).	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																								
<p>Phase 1 24 November 2008</p>	Stock	<p>Youngest child becomes aged 16 on or after 2 March 2009</p> <p>DOB between 2 March 1993 – 24 November 1993</p>	<p>For most existing lone parents whose youngest child becomes aged 16 on or after 2 March 2009, IS entitlement will cease on the IS pay day in the first benefit week following the date the youngest child becomes aged 16 or from the first day of the benefit week in which the next WFI is due after 2 March 2009 (the last payment will be made on the pay day in the benefit week before), whichever is the earlier.</p>	<p>Linked to birthday as now or to WFI.</p> <p>Most will be QWFIs but as condition for QWFIs is having been on IS for 12 months, some may still be on 6MWFIs.</p> <p>QWFIs – date of last possible QWFI = 27/2/09 Date of next QWFI = 29/5/09</p> <table border="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>25/05/09</td> </tr> <tr> <td>Tuesday</td> <td>26/05/09</td> </tr> <tr> <td>Wednesday</td> <td>27/05/09</td> </tr> <tr> <td>Thursday</td> <td>28/05/09</td> </tr> <tr> <td>Friday</td> <td>22/05/09</td> </tr> </tbody> </table> <p>6MWFIs – date of last possible WFI = 27/2/09 Date of next 6MWFIs = 27/8/09</p> <table border="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>24/08/09</td> </tr> <tr> <td>Tuesday</td> <td>25/08/09</td> </tr> <tr> <td>Wednesday</td> <td>26/08/09</td> </tr> <tr> <td>Thursday</td> <td>20/08/09</td> </tr> <tr> <td>Friday</td> <td>21/08/09</td> </tr> </tbody> </table>	Benefit Week Ending	IS Paid To	Monday	25/05/09	Tuesday	26/05/09	Wednesday	27/05/09	Thursday	28/05/09	Friday	22/05/09	Benefit Week Ending	IS Paid To	Monday	24/08/09	Tuesday	25/08/09	Wednesday	26/08/09	Thursday	20/08/09	Friday	21/08/09
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<p>Phase 1a 24 November 2008</p>	Stock	<p>Youngest child is aged 14 on or before 1 March 2009</p> <p>DOB between 25 November 1993 – 1 March 1995</p>	<p>For most existing lone parents whose youngest child is already aged 14 on 24 November 2008 or becomes aged 14 on or before 1 March 2009, IS entitlement will cease from the first day of the benefit week in which the next WFI is due on or after 2 March 2009 (the last payment will be made on the pay day in the benefit week before)</p>	<p>IS is removed linked to next WFI due after 02/03/09.</p> <p>Most will be QWFIs but as condition for QWFIs is having been on IS for 12 months, some may still be on 6MWFIs.</p> <p>QWFIs – date of last possible QWFI = 27/02/09 Date of next QWFI = 29/05/09</p> <table border="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>25/05/09</td> </tr> <tr> <td>Tuesday</td> <td>26/05/09</td> </tr> <tr> <td>Wednesday</td> <td>27/05/09</td> </tr> <tr> <td>Thursday</td> <td>28/05/09</td> </tr> <tr> <td>Friday</td> <td>22/05/09</td> </tr> </tbody> </table> <p>6MWFIs – date of last possible WFI = 27/2/09 Date of next 6MWFIs = 27/8/09</p> <table border="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>24/08/09</td> </tr> <tr> <td>Tuesday</td> <td>25/08/09</td> </tr> <tr> <td>Wednesday</td> <td>26/08/09</td> </tr> <tr> <td>Thursday</td> <td>20/08/09</td> </tr> <tr> <td>Friday</td> <td>21/08/09</td> </tr> </tbody> </table>	Benefit Week Ending	IS Paid To	Monday	25/05/09	Tuesday	26/05/09	Wednesday	27/05/09	Thursday	28/05/09	Friday	22/05/09	Benefit Week Ending	IS Paid To	Monday	24/08/09	Tuesday	25/08/09	Wednesday	26/08/09	Thursday	20/08/09	Friday	21/08/09
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Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between
Phase 1a 24 November 2008	Flow	Youngest child becomes aged 14 on or after 2 March 2009 DOB between 2 March 1995 – 24 November 1995	For most existing lone parents whose youngest child is aged 13 and becomes aged 14 on or after 2 March 2009 , IS entitlement will cease on the IS pay day following the date the child becomes aged 14.	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																								
<p>Phase 1b 24 November 2008</p>	Stock	<p>Youngest child is aged 12 or over on or before 5 July 2009</p> <p>DOB between 25 November 1995 – 5 July 1997</p>	<p>For most existing lone parents whose youngest child is already aged 12 on 24 November 2008 or becomes aged 12 on or before 5 July 2009, IS entitlement will cease from the first day of the benefit week in which the next WFI is due on or after 6 July 2009 (the last payment will be made on the pay day in the benefit week before)</p>	<p>IS is removed linked to next WFI due after 06/07/09.</p> <p>Most will be 6MWFIs but in New Deal Plus for lone parent pilot areas they will be QWFIs.</p> <p>QWFIs – date of last possible QWFI = 03/07/09 Date of next QWFI = 02/10/09</p> <table border="0"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>28/09/09</td> </tr> <tr> <td>Tuesday</td> <td>29/09/09</td> </tr> <tr> <td>Wednesday</td> <td>30/09/09</td> </tr> <tr> <td>Thursday</td> <td>01/10/09</td> </tr> <tr> <td>Friday</td> <td>25/09/09</td> </tr> </tbody> </table> <p>6MWFIs – date of last possible WFI = 3/7/09 Date of next 6MWFIs = 4/1/10</p> <table border="0"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <tr> <td>Monday</td> <td>28/12/09</td> </tr> <tr> <td>Tuesday</td> <td>29/12/09</td> </tr> <tr> <td>Wednesday</td> <td>30/12/09</td> </tr> <tr> <td>Thursday</td> <td>31/12/09</td> </tr> <tr> <td>Friday</td> <td>01/10/10</td> </tr> </tbody> </table>	Benefit Week Ending	IS Paid To	Monday	28/09/09	Tuesday	29/09/09	Wednesday	30/09/09	Thursday	01/10/09	Friday	25/09/09	Benefit Week Ending	IS Paid To	Monday	28/12/09	Tuesday	29/12/09	Wednesday	30/12/09	Thursday	31/12/09	Friday	01/10/10
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Phase and relevant date	Claim status	Child's age and date of birth	Changes take effect	Last payments will be between
Phase 1b 24 November 2008	Flow	Youngest child becomes aged 12 on or after 6 July 2009 DOB between 6 July 1997 – 24 November 1997	For most existing lone parents whose youngest child becomes aged 12 on or after 6 July 2009 , IS entitlement will cease on the IS pay day following the date the child becomes aged 12. Linked to birthday as now.	
Phase 2 26 October 2009	<ul style="list-style-type: none"> • Lone parents become Phase 2 stock and flow only if <ul style="list-style-type: none"> ◆ They are in receipt of IS as a lone parent on 25 October 2009 ◆ Their youngest child is aged 9–11 on 26 October 2009 • Once in this phase lone parents do not move into another phase • Lone parents making new/repeat claims from 26 October 2009 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 , most lone parents with a youngest child aged 10 and over making a new or repeat claim to IS only on the grounds of being a lone parent 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 24 October 2009	Stock	Youngest child is aged 11 or over on or before 31 January 2010 DOB between 25 November 1997 – 31 January 1999	For most existing lone parents 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 pay day 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="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <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> </tbody> </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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Phase 2a 26 October 2009	Flow	Youngest child becomes aged 11 on or after 1 February 2010 DOB between 1 February 1999 – 26 October 1999	For most existing lone parents 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 pay day following the date the child becomes aged 11.	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 2b 24 October 2009	Stock	Youngest child is aged 10 on or before 6 June 2010 DOB between 27 October 1999 – 6 June 2000	For most existing lone parents 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 pay day 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="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <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> </tbody> </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
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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 most existing lone parents whose youngest child is already aged 9 on 26 October 2009 but becomes aged 10 on or after 7 June 2010 , IS entitlement will cease on the IS pay day following the date the child becomes aged 10.	Linked to birthday as now.												
Phase 3 25 October 2010	<ul style="list-style-type: none"> • Lone parents become Phase 3 stock and flow only if <ul style="list-style-type: none"> ◆ They are in receipt of IS as a lone parent on 24 October 2010 ◆ Their youngest child is aged 6–9 on 25 October 2010 • Lone parents 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 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	New and repeat Claims	From 25 October 2010 youngest child aged 7 and over at point of claim DOB on or before 25 October 2003	From 25 October 2010 , most lone parents with a youngest child aged 7 and over making a new or repeat claim to IS only on the grounds of being a lone parent 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 most existing lone parents 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 pay day 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 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
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 most existing lone parents whose youngest child is already aged 8 on 25 October 2010 who becomes aged 9 on or after 25 October 2010 , IS entitlement will cease on the IS pay day following the date the child becomes aged 9. 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 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 most existing lone parents 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 pay day 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="1"> <thead> <tr> <th>Benefit Week Ending</th> <th>IS Paid To</th> </tr> </thead> <tbody> <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> </tbody> </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
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Phase 3b 25 October 2010	Flow	Youngest child becomes aged 7 on or after 3 January 2011 DOB 3 January 2004 onwards	For most existing lone parents whose youngest child becomes aged 7 on or after 3 January 2011 , IS entitlement will cease on the IS pay day following the date the child becomes aged 7.	Linked to birthday as now.												

Quarterly Work Focused Interview letter

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

Changes to your Work Focused Interviews

The Government is proposing changes to the rules for lone parents receiving Income Support. This is one of several changes to the benefits system to help people get the skills for work and get into paid employment if they can.

If the changes are approved by Parliament, from the end of November 2008 you will have to attend a Work Focused Interview every three months instead of every six months once your youngest child is aged nine or over.

At your Work Focused Interview we will provide advice on work, training, childcare choices and any financial support that is available if you need it.

You must go to Work Focused Interviews when invited unless you have a good reason not to do so, or your benefit may be reduced. If you think you have a good reason not to attend you must tell us as soon as you can. You must go to your interview even if you are currently working part-time and less than 16 hours a week, or attending a course of training or education.

You will receive a letter before each Work Focused Interview. The letter will provide you with a date, time and place for your interview. You don't need to do anything until you receive this letter.

If you have a change of personal circumstances (for example if you change your address, start a training course or begin part-time work) then please let us know as soon as possible. For more information contact your nearest Jobcentre and ask to speak to a Lone Parent Adviser. You can find our address and number in your local phone book.

If you live in one of the areas where lone parents already have Work Focused Interviews every three months, please accept my apologies for writing to you.

Yours sincerely

David Keir

Lone Parent Project Team

Changes mailshot letter

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

Important changes to your Income Support

The Government has changed the rules for lone parents receiving Income Support. This is one of several changes to the benefit system to help people develop the skills for work and move into paid work. Under the new rules if your youngest child is aged 12 or over, your Income Support may stop 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 another benefit. These changes may not apply to you if you are entitled to Income Support for **other reasons**. For example, if you:

- have children who are entitled to the middle-rate or highest-rate care component of Disability Living Allowance;
- receive Carer's Allowance;
- have a foster child living with you; or
- are claiming Income Support because of health reasons.

If, on 24 November 2008, you are already a full-time student or taking part in a full time course of training as part of New Deal for lone parents or similar, you may be able to continue receiving Income Support. Please ask your adviser.

There may be other reasons why these changes will not apply to you. If you are not sure, ask your adviser. The changes are being introduced over the next year, and the date your Income Support ends will depend on the age of your youngest child on 24 November 2008.

The exact date of the final Income Support payment will be different for each lone parent. We will contact you 8 weeks before your Income Support is due to end to arrange an interview for you with an adviser and tell you when your last payment is due. At this interview an adviser will explain what you need to do to make a claim for another benefit if you have not found paid work. The adviser will also provide information on the financial support that is available while you are finding work. For more information please ask at your nearest Jobcentre.

Yours sincerely

David Keir

Lone Parent Project Team