



S O C I A L  
S E C U R I T Y  
A G E N C Y

# Information sheet

## Jobseeker's Allowance Changes you must tell us about

**This information sheet tells you what changes you must tell us about if you are getting Jobseeker's Allowance.**

Use this sheet to find out about

- why you need to tell us about changes
- the changes we need to know about
- how to tell us about changes.

This information sheet gives general guidance on the rights and responsibilities of customers. It must not be treated as being a current and comprehensive statement of the law.

**INF4 (JSA) NI 04/10**





If you are getting income-based Jobseeker's Allowance, we have decided that you have less money coming in than the law says you need to live on. We have used the information you have given on the claim form to make the decision.

If something changes you must tell us straight away. If you do not tell us, you might get the wrong amount of money and you could be breaking the law.

If you are not sure if we need to know about a particular change, tell us anyway. There are some changes that can affect how much you get. We tell you about this in this information sheet.

If you get Jobseeker's Allowance, tell your Social Security or Jobs & Benefits office about the change. If you are sick, tell Employment and Support Allowance as well.

## **Joint claims for Jobseeker's Allowance**

If you have made a joint claim for Jobseeker's Allowance you must share the information in this sheet with each other. You are both responsible for telling us about any changes in your circumstances.

## **The changes we need to know about**

Tell us straight away if any of the things in this information sheet change. You can tell us about some changes over the phone. We will ask you to confirm the change in writing if necessary.

Tell us if anything changes for

- you
- your partner
- your children or qualifying young persons
- anyone else who lives with you.

We use the word partner to mean

- a person you are married to or a person you live with as if you are married to them, or
- civil partner or a person you live with as if you are civil partners.

## Jobseeker's Allowance

Tell your Social Security or Jobs & Benefits office about any changes straight away. You can phone or tell them when you attend.

### Income-based Jobseeker's Allowance

Tell your Social Security or Jobs & Benefits office if you or anyone you are claiming for

- do any paid, unpaid or voluntary work, even if it is only for a few hours
- start a job, including starting as self employed
- start to receive Working Tax Credit
- start a training scheme
- start full or part time education
- apply for or start receiving other benefits
- cannot take a job because of illness or having to look after someone
- are going away from home for any reason, even for only one day
- get
  - an occupational pension
  - a personal pension, or
  - Pension Protection fund

- or the amount you get changes
- get money from somewhere else
- leave school
- change the amount of your savings
- go into hospital
- start living with someone, get married or form a civil partnership
- separate from your partner, get divorced or have your civil partnership dissolved
- are undertaking, will be sentenced to, or have finished an intermittent custody sentence.

Also tell us if

- someone comes to live in your house, or someone leaves
- your mortgage or any other housing costs change
- your mortgage ends
- you change address.

### **Contribution-based Jobseeker's Allowance**

Tell your Social Security or Jobs & Benefits office if you

- do any paid, unpaid or voluntary work, even if it is only a few hours
- start a job, including self employment, of 16 hours or more a week
- start a training scheme
- start full or part time education
- apply for other benefits
- cannot take a job because of illness
- start to look after someone
- are going away from home for any reason, or are planning to go abroad

- are undertaking, will be sentenced to, or have finished an intermittent custody sentence
- get
  - an occupational pension
  - a personal pension, or
  - Pension Protection fund
- or the amount you get changes
- change address.

These lists are only a guide to the types of things we need to know. There are more details of the things we need to know about in the rest of this information sheet. If you are not sure if we need to know about a change, tell us anyway.

## Earning money

Tell us if you, your partner, or any children or qualifying young persons who have left school

- do any work at all, even work that is not paid for
- earn more or less money
- work more or less hours
- stop working.

Tips, fees, bonuses, commission, retainers and any other money from an employer count as earnings.

If you work an average of 16 hours or more a week you will not be able to get contribution-based Jobseeker's Allowance. If you work an average of 16 hours or more a week, or your partner works for 24 hours or more a week, neither of you will be able to get income-based Jobseeker's Allowance. You may be able to get Working Tax Credit instead.

If you need more information on Working Tax Credit, please phone the helpline on **0845 300 3900**.

## **If money is earned regularly**

If you are getting Jobseeker's Allowance, tell us about your earnings when you sign on. You will need to tell them

- how many hours are worked each week
- how much is earned before tax, National Insurance (NI) contributions or anything else is taken off
- how much the tax and NI contributions are each week
- how much the contributions to a pension scheme are each week
- who personal pension contributions are paid to
- the name and address of the employer, in case we need to get in touch with them.

## **If money is earned occasionally**

If you are getting Jobseeker's Allowance, tell the Social Security or Jobs & Benefits office what you earned and how many hours you have worked.

## **Other money coming in**

Tell us if you or anyone you have claimed for

- claim any benefits, pensions or allowances
- get any money
- get any private or occupational pensions
- get more or less money
- start getting a different amount of benefit
- stop getting a benefit or other money.

Remember to include things like

- social security benefits

- maintenance for a spouse, civil partner, children or qualifying young persons, whether it is paid by court order, voluntarily or by arrangement with the Social Security Agency, or Child Maintenance and Enforcement Division (CMED)
- tax credits.

## Savings

If you get income-based Jobseeker's Allowance, write a letter to tell us

- if savings reach £5500 or more
- if savings of more than £6000 go up or down at all.

## Where you live

Tell us if you or anyone you have claimed for

- move to a different address
- decide to buy where you live
- take out a mortgage or loan for repairs or improvements to your home
- pay more money or less money for a mortgage or home loan or service charge
- pay off all or part of the mortgage or home loan.

Also tell us if

- someone comes to stay in your home
- someone leaves your home
- someone in your home starts or stops getting Income Support, Employment and Support Allowance, Jobseeker's Allowance or Pension Credit
- someone in your home starts getting more money coming in or less money coming in.

Tell us if you go abroad, whatever the reason. Also tell us if you go to Great Britain, the Isle of Man, the Channel Islands or the Republic of Ireland.

If you have come from abroad and are not a United Kingdom (UK) national, the conditions attached to your stay in the UK may change.

Tell us if you have applied for asylum in the UK and your application has been

- successful and you are now a refugee
- refused
- refused, but you have been granted
  - indefinite leave to remain
  - temporary leave to remain
  - humanitarian protection, or
  - discretionary leave to remain
  - refused, but you have appealed.  
Tell us the result of your appeal.

If you are not an asylum seeker, tell us if

- the leave granted to you and your family has changed
- you are a national of a country within the European Economic Area other than the UK, and the Home Office has asked you to leave the UK.

If you are getting Housing Benefit, tell your local Northern Ireland Housing Executive District Office/Land and Property Services Regional Office about any changes to do with where you live.

## Changes to do with your family

Write a letter to tell us

- if you get married or form a civil partnership
- if you start living with someone as if you are married or civil partners
- if you get divorced or your civil partnership is dissolved
- if you and your partner separate
- if you have a child or qualifying young person
- if a child or qualifying young person comes to stay with you
- if any of your children or qualifying young persons leave school
- if any of your children or qualifying young persons go into care
- if any of your children or qualifying young persons go to live with someone else
- if you are a lone parent and your youngest dependent child reaches age 16
- if you or your partner go to prison or are held in custody.

We use *child* to mean a person aged under 16 who you are getting Child Benefit for.

We use *qualifying young person* to mean a person aged 16, 17, 18 or 19 who you are getting Child Benefit for.

## Going into hospital or care home

Tell us if you or anyone you have claimed for

- go into or come out of hospital
- go into or come out of a care home.

We will not usually pay Jobseeker's Allowance if you are sick or go into hospital, but in some circumstances it can be paid for up to 2 weeks. You can make a claim for Employment and Support Allowance when this happens. You may be able to get help with travel costs if you, your partner, or your children or qualifying young persons go to hospital for NHS treatment as an inpatient or an outpatient.

## Carers

If you are a carer, tell us if the person you are caring for

- goes into hospital or care home
- changes address
- dies
- stops getting Attendance Allowance or Disability Living Allowance.

If you are getting Carer's Allowance, tell us if it stops for any reason. If you are entitled to Carer's Allowance but we are not paying it because you are better off getting another social security benefit, tell us if you stop being entitled to Carer's Allowance.

## If someone dies

Someone should write a letter to tell us

- if you die
- if your partner dies
- if a dependent child or qualifying young person dies
- if someone who is living with you dies.

If you are a carer, tell us if the person you are looking after dies.

## Payment into an account

You must tell us immediately if your bank or building society account details change.

## How to tell the Social Security or Jobs & Benefits office about changes

Get in touch with us. The phone number and the address are in the phone book under **GOVERNMENT**. You can phone or write or call in to the office to tell us about changes.

- If you write a letter, remember to tell us your National Insurance number. You can find this on any letters we have sent you about your Jobseeker's Allowance.
- Tell us what has changed and the date it changed from.

### Remember

If you are not sure if we need to know about something that has changed, please tell us anyway. The amount of money you get might change.

## The Customer Charter

We want to offer you the best possible service.

The Customer Charter sets out clearly the range and standards of service you can expect from our Social Security or Jobs & Benefits office. It also tells you how to make a suggestion or complaint about our service. Copies of the Customer Charter are on display in Social Security or Jobs & Benefits offices. Please take a copy. It is also available on our website at **[www.dsdni.gov.uk](http://www.dsdni.gov.uk)**





