

## Benefit sanctions and how to avoid them

### Advice for people claiming Jobseeker's Allowance, Universal Credit and other benefits

Newcastle City Council and Newcastle Jobcentre Plus have produced this sheet to explain briefly what sanctions are, how they can be avoided, what to do if you are sanctioned and who can help. See further information and help at the end of this document.

**There are various levels of work-related activities that you may be expected to do, depending on the benefit you are claiming and your situation.** For example:

- If you are unemployed, capable of work and claiming Jobseeker's Allowance (JSA) you are expected to be available for and actively seeking full time work and maintaining a personal work plan to show the work coach a record of all of your job seeking activity.
- If you are claiming Employment and Support Allowance (ESA) or are a single parent claiming Income Support with a youngest child aged one years old or over, you may be expected to take part in work related activity and work focused interviews.
- Similar requirements may apply under Universal Credit but more people are expected to take part in work related activities, such as those earning below a certain level and partners.

**Sometimes, these requirements can be 'switched off' or reduced** in various circumstances for example, due to your physical or mental health or other reasons.

**You may have no work-related activities** if for example, you have a child under one, are a carer or in the ESA support group - or the equivalent in Universal Credit.

**You have to sign a Claimant Commitment** with your Jobcentre Plus work coach, which includes the activities you are expected to do. It should be reasonable and include activities you may struggle with. It can be reviewed if necessary.

**If you do not comply with these rules, your benefit may be stopped or reduced - called a 'sanction'**

- unless you can provide a good reason for not doing them.

**If you leave a job without good reason** you will be sanctioned.

**If you think you're unable to do an activity or if you're going to be late for your appointment,** you must contact Jobcentre Plus straightaway by phoning 0800 169 0310 or for Universal Credit 0800 328 5644 or your online account journal

Please turn over

**jobcentreplus**

Department for  
Work and Pensions

**Newcastle**  
City Council 

## **Avoid problems with your Housing Benefit**

If you are sanctioned, Newcastle City Council's Housing Benefit section should continue paying your Housing Benefit. However, if your benefit is stopped for a connected reason your Housing Benefit may also be stopped. If you are concerned, phone them on 0191 278 7878 or visit their website [www.newcastle.gov.uk/benefits-and-council-tax](http://www.newcastle.gov.uk/benefits-and-council-tax)

## **What can you do if you are sanctioned?**

- Contact Jobcentre Plus **straight away** to resolve the problem
- Ask Jobcentre Plus for a **hardship payment** - see their phone number below
- Ask Jobcentre Plus to **reconsider** their decision. You can do this over the phone but it is best in writing. Do it straightaway and explain why you disagree.
- If you are still unhappy with their decision, you can **appeal** using an appeal form from Jobcentre Plus or [www.gov.uk/appeal-benefit](http://www.gov.uk/appeal-benefit). **Do not delay** as there are time limits.

## **The rules for you and Jobcentre Plus office staff**

Both you and the staff at Jobcentre Plus have to be reasonable and polite.

- If you are not, then you may be asked to leave the jobcentre. It does not mean you will be sanctioned but it may cause a problem with your benefit.
- If the staff are not, you can complain. See [www.gov.uk/complain-jobcentre-plus](http://www.gov.uk/complain-jobcentre-plus)

## **Are you entitled to claim another benefit?**

If you have care or mobility needs you may be entitled to claim Personal Independence Payment (PIP). If you think you are incapable of work inform the jobcentre. Some of these may increase your benefit or help reduce your work requirements. See more information below.

## **Knowing who to contact**

**Jobcentre Plus deals with benefits like ESA and JSA** - phone 0800 169 0310. For **Universal Credit** phone 0800 328 5644.

**To claim PIP** – phone the Department for Work and Pensions on 0800 917 2222. If you have a **support or care worker**, they may be able to help you.

**Your Homes Newcastle (YHN) tenants** can contact a Support and Progression worker at your nearest Community Housing Office, by phone 0191 278 8600 or visit [www.yhn.org.uk/services-customers](http://www.yhn.org.uk/services-customers)

**You can get advice on the phone from:** Newcastle City Council's Welfare Rights Service on 0191 277 2627 (Monday to Friday 9.30am to 12 noon) and Citizens Advice on 0808 278 7823.

**More information about benefits and advice services in Newcastle:**  
Newcastle City Council website - [www.newcastle.gov.uk/welfarerights](http://www.newcastle.gov.uk/welfarerights)

**More information about benefits including Universal Credit**  
See our webpage - [www.newcastle.gov.uk/benefitinformation](http://www.newcastle.gov.uk/benefitinformation)

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