Evidence verification

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Provision of evidence for new claims

Evidence may be required to verify the information that claimants provide when making a new claim. This could be to establish their identity, relevant circumstances, entitlement and for payment reasons.

Claimants must be given a calendar month, or a longer period if considered reasonable, to provide information or evidence in connection with their new claim.

If the claimant fails to provide the information or evidence the claim can be considered for closure one month after the date that the evidence was requested. For further information, see Claim closure.

An ineligible partner, landlord and relevant childcare providers can also be requested to provide information or evidence in connection with a claim.

Supplying information

The claimant can at any time during the period of the request:

- explain that the information or evidence does not exist
- inform us that they need more time
- state that it is not possible for them to obtain it

Claimants may be required to provide information or evidence on their ineligible partner to:

- confirm information about their circumstances

- to supply information or evidence in connection with the claim (for example their capital, earnings and income)

If the ineligible partner has a National Insurance number (NINO), their earnings may come via Real Time Information.

If the ineligible partner does not have a NINO, the eligible claimant must report those earnings.

Change of circumstances

A claimant must report all change in circumstances as soon as possible after the change occurs.

When the claimant reports a change of circumstances, whether advantageous or disadvantageous, they have 14 days to supply the evidence. However, individual circumstances must be taken into account and a claimant can be given longer than 14 days if deemed necessary.

Any change of circumstances is taken into account immediately for conditionality purposes and the Labour Market regime is changed (if appropriate) when the change is notified. The change must then be validated to ensure the correct regime is in place going forward. If the change is not validated because the necessary evidence has not been provided, the conditionality will be re-assessed on the basis of evidence already supplied.

This differs from the approach to payments which may not be changed until the change has been validated. The change may not take effect until the end of the assessment period during which the change occurs or was notified (if later). When evidence or verification is received, the change in regime must then be confirmed.

The reported change may impact on the allocated Labour Market regime across the whole household, not just the individual claimant and/or member of the couple reporting the change.

Claimants must be informed that the allocation to a regime is treated on a whole household basis for conditionality purposes. Over time this will encourage couples to make decisions based on their joint circumstances, whilst recognising their responsibilities as individual claimants.