

## **DWP Sanctions – Case Studies**

<b>Details</b>	<b>Source</b>	<b>Internal Contact</b>
<p>Client required to attend a training course by the job centre. Training course date clashed with his signing on day, notified job centre in advance that this was going to be a problem and was advised to attend the training course and sign on the next day. Client went to sign on the following day (after the course) and was told that he should have signed on the previous day. Benefits were stopped.</p>	<p>Pamela Abbey Client Services &amp; Education Manager Shield HIV Support Group West Bar Green Sheffield S1 2DA</p> <p>Tel: 0114 2787916 Email: pam@shield.org.uk</p>	<p>Claire Smith RMBC</p> <p>Tel: 01709 334041 Email: Claire-ss.smith@rotherham.gov.uk</p>
<p>MH has been sanctioned this month for a 6 month period for not attending the work programme over 1 year ago. MH has also received another sanction prior to the one above as he was expected to attend A4e and JC+ at the same time. This was in February 2013 and he received 3 months sanction where he claimed hardship, yet now he is being sanctioned again for a period prior to this.</p>	<p>Claire Smith RMBC</p> <p>Tel: 01709 334041 Email: Claire-ss.smith@rotherham.gov.uk</p>	<p>Claire Smith RMBC</p> <p>Tel: 01709 334041 Email: Claire-ss.smith@rotherham.gov.uk</p>
<p>Client was in hospital undergoing major surgery, therefore missed an interview. Benefits were sanctioned. GP and nurse both contacted DWP on several occasions to inform them of the situation. Client had no food, no money for attending subsequent hospital appointment (where it had</p>	<p>Jean McVann Gateway Primary Care CIC</p> <p>Tel: 01709 373371 Email: jean.mcvann@gp-</p>	

<p>been requested that he be treated as an urgent priority) and the surgery had to give him £10 to ensure his attendance at a follow up appointment in Sheffield. He was also advised to go to Shiloh etc to obtain food by the surgery.</p>	<p>c87622.nhs.uk</p>	
<p>Lianne Hancock, RMBC:          "I have been doing some outreach work at Shiloh for about six months now and benefit sanctions have been a real issue. One particular gentleman lived on his own in a council flat. He had been sanctioned for not attending a course arranged by the Job Centre and had been sanctioned for 12 weeks. Before he found out about Shiloh he admitted to stealing food in supermarkets and begging on the streets. He had no gas or electricity at a time when it was very cold. Shiloh helped the customer by advising him of other places where he could get free food and some warm clothes and blankets. They also helped him make an application to an energy trust to clear the arrears he had with his gas and electricity supplier and helped him apply for a hardship payment from DWP to see him through. If this customer had not had intervention from services then I have no doubt that he would have continued stealing and begging to feed himself".</p> <p><b><u>Additional information re: housing arrears</u></b>          When someone is sanctioned, DWP will notify the council that the person is no longer entitled to JSA but do not give a reason so the claim is likely to be suspended. However, the officers at Key Choices will contact housing benefits and</p>	<p>Lianne Hancock,          Homelessness Officer,          RMBC          Tel: 01709 336040          Email: lianne.hancock@rotherham.gov.uk</p>	<p>Sandra Tolley          Housing Options Manager          RMBC          Tel: 01709 255619          Email: sandra.tolley@rotherham.gov.uk</p>

<p>explain the situation and they advised the customer to take the letters to Riverside because they could re-instate the claim based on nil income provided no other circumstances had changed.</p> <p>This causes problems in itself because if customers do not seek support and receive that advice, they will just assume they will not get housing benefit during the sanction period and fall into arrears, which is particularly worrying if they have been sanctioned for an extended period.</p>		
<p>I have a lady, she is pregnant and due on 28/08/13. In May her JSA was suspended because the worker at Jobcentre Plus said she was not looking for jobs. I accompanied her to the Jobcentre where I explained to them that she was spending most of her time at the hospital because she had now been diagnosed with diabetes. They went on to suspend her JSA for 6 weeks and I assisted her to apply for hardship funds which they gave her, but the money was far less than her JSA.</p> <p>I have a young man who has been poorly since October 2012 and he had a series of operations lined up for him. He missed his medical assessment for his ESA in February because he was in hospital for an operation. All documentation to this effect was made available to Jobcentre Plus but they suspended his ESA from February 2013. He has been surviving on food banks. To date he has not got any money coming. I assisted to apply for hardship funds</p>	<p>Yasmin Kempton Team Leader Places for People Individual Support Refugee Housing Project 3 Headford Gardens Sheffield S3 7XB</p> <p>Tel: 0114 2761204 Email: yasmin.kempton@placesforpeople.co.uk</p>	<p>Claire Smith RMBC</p> <p>Tel: 01709 334041 Email: Claire-ss.smith@rotherham.gov.uk</p>

<p>and they turned it down, I appealed but have not yet had a response. I have signposted this gentleman to CAB thinking that there might be something that I was not doing right, but they too have had no joy.</p>		
<p>RF was sanctioned for 13 weeks for not attending a work programme. He had previously been sanctioned for 2 weeks and missed out on one payment so this was the second time he had been sanctioned.</p> <p>CS has been told he has been sanctioned but not received a letter yet. He has been told by the job centre that he may be sanctioned for 13 weeks. CS did not attend his sign on. He said he was looking for jobs at the time.</p> <p>RL has been sanctioned for 13 weeks for missing a work programme interview. He said he didn't receive any letters.</p> <p>All of these young people are from tenancy support, therefore they have their own property. They are able to claim hardship but they only get half their money which is £56 every 2 weeks. This is not enough money to run a property and pay for food, gas, electric, water, tv licence, council tax and rent for those that have under occupancy. There is a food bank at VAR for which we get vouchers for so have taken many young people there to get a food parcel but this is for a short term basis and I'm not sure they would allow food parcels for 13 weeks.</p>	<p>Norsheen Akhtar  Tenancy Support Worker  Rush House Ltd  17 Lindum Terrace  Doncaster Road  Rotherham  S65 1NJ</p> <p>Tel: 01709 369295</p> <p>Email: nakhtar@rushhouse.co.uk</p>	<p>Claire Smith  RMBC</p> <p>Tel: 01709 334041  Email: <a href="mailto:Claire-ss.smith@rotherham.gov.uk">Claire-ss.smith@rotherham.gov.uk</a></p>