



Department
for Work &
Pensions

Electronic Signing Project - National Roll Out of the Signature Capture Service (SCS)

Business Delivery Event

Agenda

Section 1

- Objectives
- What is Electronic Signing & SCS?
- How SCS works
- The Electronic Signing Pad
- The benefits of the change
- Who will be affected by the change?

Section 2

- SCS Enrolment
- Claimant signing
- SCS Benefit Centre referrals
- Management Information

Section 3

- Current position
- The Future - National Roll Out
- JSA Claimant Commitment
- Building Capability & On Site Support
- Next Steps
- Q&A

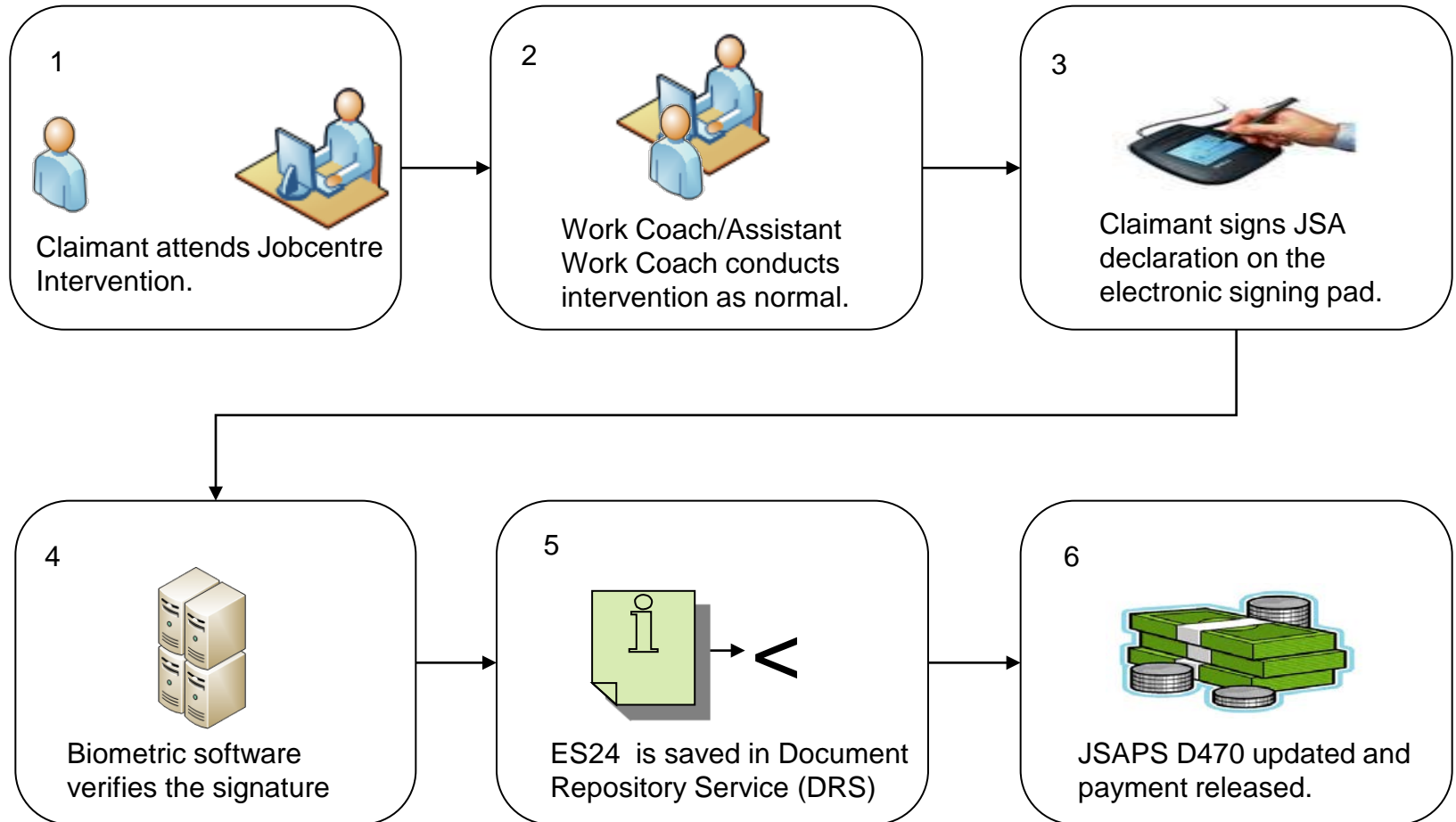
Business Delivery Event Objectives

- Raise Awareness
- Highlight Operational Impacts
- Forum to discuss the change
- To communicate action required

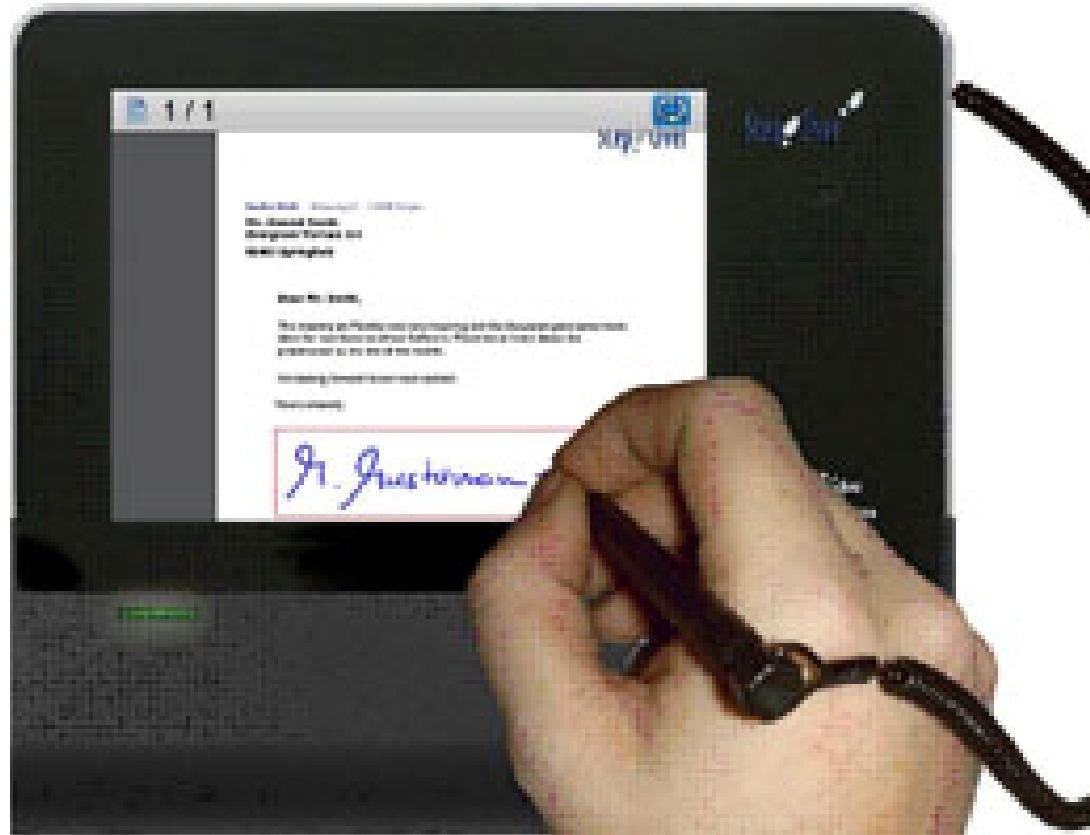
What is the Signature Capture Service SCS

- Automation of the process of capturing claimant signatures and authorising benefit payment.
- Specialist hardware called an Electronic Signature Capture Pad.
- Specialist '**Biometric**' software for the signature capture.
- Automatic confirmation of attendance.
- Electronic storage of documents via the Document Repository Service (DRS).

How SCS works

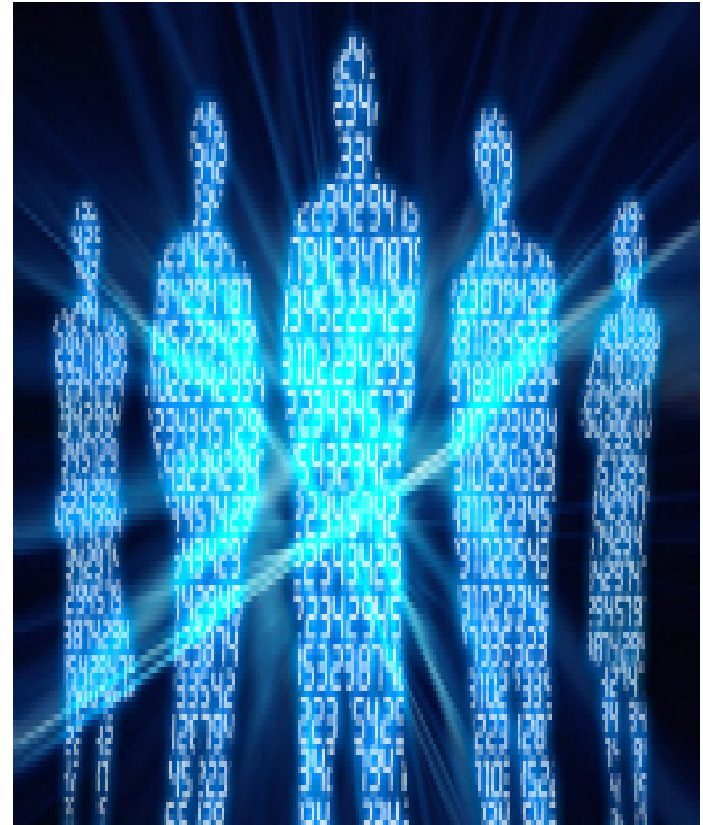


The Electronic Signing Pad



The benefits of the change

- Cost Benefits
- Paper reduction
- More efficient use of resources
- Removal of missed evidence
- Automated Benefit Centre referrals
- Fraud deterrence & reduction



Who will be affected by the change?

Jobcentres



Benefit Centres



Contact Centres



SCS Enrolment - Claimant Search

Signature Capture Service
Claimant Search

Username: adviser, Name: SCS Adviser, Location: Sheffield

1.0.11.0

[Home](#) [Local Referrals](#) [Create Referral](#) [Help](#)

Claimant Information:
NI Number:

Get Claimant

SCS Enrolment - Commence Enrolment

Signature Capture Service

Username: adviserha, Name: SCS Adviser HA, Location: Sheffield

Claimant Search1.0.11.0

HomeLocal ReferralsCreate ReferralHelp

Claimant Information:

NI Number: AT410439A

Surname: Stafford

Initial: L

Birth Date: 27/08/1975

Enrol

New Search

SCS Enrolment - Sample Signatures

Signature Capture Service Username: adviser, Name: SCS Adviser, Location: Sheffield 1.0.13.0

Claimant Search

Home Local Referrals Create Referral Help

Signature Tablet (1.0.13.2)

Enrolment in progress - capturing signature sample 1

Claimant Information:

NI Number: AA110014A

Surname: Sm4

Initial: F

Birth Date: 27/08/1995

Enrol **New Search**

Please sign here:

[Handwritten signature]

Discard **Continue** **Cancel**

SCS Enrolment - Sample Signatures continued

Signature Capture Service

Claimant Search

Username: adviser, Name: SCS Adviser, Location: Sheffield

1.0.11.0

Home

Local Referrals

Create Referral

Help

Claimant Information:

NI Number:

Surname:

Initial:

Birth Date:

Enrol

New Search

Signature Tablet (1.0.11.5)

Enrolment is partially complete. Please continue taking signature samples.

Continue

SCS Enrolment - Enrolment Complete

Signature Capture Service

Username: adviserha, Name: SCS Adviser HA, Location: Sheffield

1.0.11.0

[Home](#) [Local Referrals](#) [Create Referral](#) [Help](#)

INFORMATION: Enrolment complete.

Claimant Information:

NI Number:

[Sign](#) [New Search](#)

Re-Enrolment:

Reason:

Justification:

[Re-enrol](#)

Claimant Signing - Commence Signing

Signature Capture Service - Microsoft Internet Explorer provided by DWP

File Edit View Favorites Tools Help

Address <https://dhs31214.mlink2.gpn.gov.uk/SCS/pages/signing/adviserhome.aspx> Go Links »

Signature Capture Service

Claimant Search

Username: Location: Sheffield EIT 1.0.17.3

Home Local Referrals Create Referral Accessibility Options Help

Claimant Information:

NI Number

Surname

Initial

Birth Date

Re-Enrolment

Reason

Justification

Done

Start Signature Capture Se... On-Screen Keyboard DWP Screenst

Trusted sites 10:17

Claimant Signing - Preparing the Document

Signing - Prepare Document1.0.11.0

[Home](#) [Local Referrals](#) [Create Referral](#) [Help](#)

Customer Information:

NI Number: AT410439A

Surname: Stafford

Initial: L

Birth Date: 27/08/1975

Claim Status: Live

Signing Information:

Document to be Signed: ES24JPW - Fortnightly Labour Market Declaration (Welsh)

View Unsigned Document: Yes

Signature Override:

Enable Override: No Override

Reason:

Additional Information:

Claim Cycle: P

Claim Period From 1: 01/01/2010

Claim Period To 1: 21/08/2012

Claim Period From 2:

Claim Period To 2:

Claim Period From 3:

Claim Period To 3:

Claim Period From 4:

Claim Period To 4:

BackContinue

Department for Work & Pensions

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Claimant Signing - The Declaration

Signature Capture Service - Microsoft Internet Explorer provided by DWP

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Mail Downloads Print Mail

Address http://dhz31214/SCS/pages/signing/preparedocument.aspx Go Links >>

Signature Capture Service Username: 1-14-14-14 Name: 1-14-14-14 Location: Sheffield System Test 1.0.7.0

Signing - Prepare Document

Home Local Referrals Create Signature Tablet (1.0.7.0)

Customer Information:

NI Number: AA110011
Surname: Sm2
Initial: F
Birth Date: 27/08/1995

Signing Information:

Document to be Signed
View Unsigned Document

Signature Override:

Enable Override
Reason

Additional Information:

Claim Cycle
Claim Period From
Claim Period To
Claim Period From
Claim Period To
Claim Period From

Jobseeker's Allowance

Cycle: P
Name: Sm2
Initials: F
NINO: AA110011 A

Make sure you have read your ES40JP booklet before you sign these declarations.

I declare that since I made my claim or last provided a signed declaration (if later), unless I have told you otherwise:

- there has been no change in circumstances which might affect the award of Jobseeker's Allowance, or the amount payable;
- I have been available for employment, or have satisfied the rules for being treated as available for employment; and
- I have been actively seeking employment to the extent necessary to give me the best prospects of securing employment, or have satisfied the rules for being treated as available for employment.

I also declare that since I made my claim or last provided a signed declaration (if later):

- I have done no work, paid or unpaid, unless I have told you otherwise.

**** TRIAL www.xyzmo.com ****

Continue Cancel

Back Continue

Done On-Screen Keyboard Local intranet

Claimant Signing - Signing the pad

Signature Capture Service - Microsoft Internet Explorer provided by DWP

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Mail Print

Address http://dhz31214/SCS/pages/signing/preparedocument.aspx Go Links >>

Signature Capture Service Username: 01020004, Name: A. W. FORD, Location: Sheffield System Test
Signing - Prepare Document 1.0.7.0

Home Local Referrals Create Referral Help

Customer Information:

NI Number: AA110011A
Surname: Sm2
Initial: F
Birth Date: 27/08/1995

Signing Information:

Document to be Signed
View Unsigned Document

Signature Override:

Enable Override
Reason

Additional Information:

Claim Cycle: P
Claim Period From 1: 01/01/2010
Claim Period From 2:
Claim Period From 3:
Claim Period From 4:
Claim Period To 1: 23/07/2012
Claim Period To 2:
Claim Period To 3:
Claim Period To 4:

Signature Tablet (1.0.7.0)

Please sign here:

**** TRIAL www.xyzmo.com ****

Continue Cancel

Back Continue

Done On-Screen Keyboard Local intranet

Signing continued - Signature Complete

The screenshot shows a Microsoft Internet Explorer window displaying the "Signature Capture Service". The browser's address bar contains the URL: http://dhz31214/SCS/Pages/Signing/SigningComplete.aspx?sr=100,0,0,188b90bea79b45de3c87ba9586cc8687. The page has a purple header with the title "Signature Capture Service" and subtitle "Signing - Complete". On the right side of the header, it displays "Username: GRT01001", "Name: A. Smith", and "Location: Sheffield System Test". Below the header is a navigation menu with links: Home, Local Referrals, Create Referral, and Help. The main content area is divided into two sections. The first section, "Claimant Information:", contains four input fields: "NI Number:" with value "AA110011A", "Surname:" with value "Smn2", "Initial:" with value "F", and "Birth Date:" with value "27/08/1995". The second section, "Summary Information:", contains five rows of status information: "Signature Match Percentage:" (100%), "Signature Override Applied:" (No), "Document Sent to Repository:" (Yes), "Evidence of Attendance Sent:" (Yes), and "Additional Information:" (Signing successfully completed). This entire summary section is enclosed in a dashed orange border. At the bottom left of the page is a large blue button labeled "Finish". The Windows taskbar at the bottom shows the "Done" button, "On-Screen Keyboard" icon, and system tray icons for "Local intranet" and network status.

SCS Benefit Centre Referrals

- SCS will **not** replace HOTTS.
- SCS can replicate all the referrals contained within HOTTS for JSA.
- SCS makes Benefit Centre referrals **more simple**.
- SCS provides an **additional facility** that enables a two way conversation between the Jobcentre and the Benefit Centre.

Referrals to the Benefit Centre - Automatic Referrals

Signature Capture Service

Benefit Centre Referrals

Username: i [unclear], Name: Rotherham, Location: Rotherham

1.0.11.0

Home

Help

Filter Options:

NI Number:

Status: Outstanding

Created: Over 3 Days

Apply Filter

Referrals (13):

Id	Created On ▼	Type	Name	NI Number	Period From	Period To	Status	Assigned To
39	18/07/2012 10:31	System	Admission	AD1001000	31/01/2012	31/12/2012	Awaiting	
40	18/07/2012 10:31	System	Discharge	AD1001000	31/01/2011	31/12/2012	Awaiting	
42	18/07/2012 10:31	Manual	Claim	AD1001000	03/01/2011	04/01/2011	Awaiting	
45	18/07/2012 10:31	Manual	Admission	AD1001000	31/01/2012	31/12/2012	Awaiting	
46	18/07/2012 10:31	Manual	Admission	AD1001000	12/01/2012	12/05/2012	Awaiting	
48	18/07/2012 10:31	Manual	Transfer	AD1001000	21/11/2009	21/11/2010	Awaiting	
49	18/07/2012 10:31	Manual	Payment	AD1001000	03/01/2011	04/01/2011	Awaiting	
50	18/07/2012 10:31	Manual	Stop	AD1001000	03/01/2011	04/01/2011	Awaiting	
52	18/07/2012 10:31	System	Referral	AD1001000	01/01/2010	19/06/2012	Awaiting	
55	18/07/2012 10:31	System	Referral	AD1001000	01/01/2010	03/07/2012	Awaiting	

1 2

Referrals to the Benefit Centre - Viewing the Referral

Signature Capture Service - Microsoft Internet Explorer provided by DWP

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Mail Print Internet Options

Address http://dhz31214/scs/pages/benefitcentre/bcreferraldetail.aspx?mode=New Go Links

Signature Capture Service Username: C:\Users\Name: A Location: Sheffield System Test 1.0.7.0

New Local Office Referral

Home Local Referrals Help

Referral Details:

NI Number: Birth Date: Surname: Initial: Joint Claim: ☐ Claim Period From: Claim Period To: Part Time Work: ☐ Circumstances Change: ☐ Referral Reason: Justification: Notes: Update Notes:

Referral Information:

Referral Type: Manually Raised Referral Status: New Local Office: Sheffield System Test Benefit Centre:

Clear Save Back To List

On-Screen Keyboard Local intranet

Referrals to the Benefit Centre - Manual Referrals

Signature Capture Service Username: C:\... Name: A... Location: Sheffield System Test
Claimant Search 1.0.7.0

Home Local Referrals **Create Referral** Help

Claimant Information:
NI Number:

Get Claimant

Local intranet

Referrals to the Benefit Centre - Creating a Manual Referral

Signature Capture Service Username: GUS, Name: GUS, Location: Sheffield 1.0.13.0

New Local Office Referral

Home Local Referrals Help

Referral Details:

NI Number: Birth Date:

Surname: Initial:

Joint Claim: ☐

Claim Period From: Claim Period To:

Part Time Work: ☐ Circumstances Change: ☐

Referral Reason: Justification:

Notes:

Referral Information:

Referral Type: Referral Status:

Local Office: Benefit Centre:

Management Information

The screenshot displays the 'Signature Capture Service' interface. At the top, the title 'Signature Capture Service' is on the left, and user information 'Username: t. j. - ', Name: G. S. M. J. J., Location: Sheffield' is on the right. Below the title, 'Claimant Search' is visible on the left, and the version '1.0.11.0' is on the right. A navigation bar contains five items: 'Home', 'Management Information', 'Local Referrals', 'Create Referral', and 'Help'. The 'Management Information' item is highlighted with a dashed orange rectangular border.

Home	Management Information	Local Referrals	Create Referral	Help
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Management Information - Creating Reports

Signature Capture Service
Management Information Home

Username: C0000000 Name: C0000000 Location: Sheffield System Test
1.0.8.0

Home Local Referrals Help

Report Filter:
Show reports created: This month
Show reports for: Just my office
Type of reports to show: All reports
Refresh

Reports:

Options	Title	Office	Created On ▲	Start Date	End Date	ID
View Report	Signature Capture Results Report (Daily)	Sheffield System Test	06/08/2012	06/08/2012	06/08/2012	8
View Report	Signature Verification Override Report (Weekly)	Sheffield System Test	05/08/2012	30/07/2012	05/08/2012	7
View Report	Enrolment Status Report (Weekly)	Sheffield System Test	05/08/2012	05/08/2012	05/08/2012	5
View Report	Signature Capture Results Report (Weekly)	Sheffield System Test	05/08/2012	30/07/2012	05/08/2012	6
View Report	Signature Capture Results Report (Daily)	Sheffield System Test	03/08/2012	03/08/2012	03/08/2012	4
View Report	Signature Capture Results Report (Daily)	Sheffield System Test	02/08/2012	02/08/2012	02/08/2012	3
View Report	Signature Capture Results Report (Daily)	Sheffield System Test	01/08/2012	01/08/2012	01/08/2012	2

Done Local intranet

Current Position of Electronic Signing & SCS

- SCS is currently live in 5 sites:
 - Nottingham Station Street
 - Nottingham Watercourt
 - Office of the Future in London Bridge
 - Benefit centres Nottingham and Greenock
- Feedback from both staff and claimants within these offices has been overwhelmingly positive, comments included:



“Easy to use”

“About time”

“Quick to learn”

The Future - National Roll Out



The Future - National Roll Out continued

- **720** Jobcentres over **24** weeks nationally which includes a **2 week** break for Christmas.
- Slow start to Roll Out before increasing to a maximum of **44** offices in a week.
- **The advantages of this option for Roll Out includes:**
 - Structured approach.
 - Early realisation of the business benefits of Electronic Signing.
 - Maximises the available 1,100 pads per week.
 - Ability to learn lessons early on in roll out and implement any changes.
- Each Jobcentre will be provided a date for installation and a date for Go-Live a maximum of one week apart.
- All **45 Benefit Centres** to roll out at the start of the schedule at the same time to ensure readiness for the first of their Jobcentres going live.

JSA Claimant Commitment

- Included in SCS Release 1.3 from December 2014.
- SCS will pre-populate the form with common information including name and NINO.
- SCS will capture the data required to create the Claimant Commitment, this will be stored for future retrieval.
- SCS will display the legislation literature on the Signature Pad.
- SCS ensures the signed JSACC will be printed.
- The signed Claimant Commitment form will then be saved in DRS and will be unalterable.
- SCS will allow the editing of existing JSA CCs.

Building Capability & On Site Support

- Electronic Signing Intranet Site
- Communications
- Learning and Development (L&D) package
- Guidance
- Upskilling prior to go-live
- Go-live support
- Post-go-live support

Next steps

- Operational Excellence Directorate (OED)
- The Electronic Signing Project team
- “What it means for me” presentations
- The National Implementation Plan (NIP)
- Virtual Business Delivery Event

Question & Answer session



Thank you