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).
Claimant attends Jobcentre Intervention.

Work Coach/Assistant Work Coach conducts intervention as normal.

Claimant signs JSA declaration on the electronic signing pad.

Biometric software verifies the signature

ES24 is saved in Document Repository Service (DRS)

JSAPS D470 updated and payment released.

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

Claimant Information:
NI Number: 

Get Claimant
SCS Enrolment - Commence Enrolment

Signature Capture Service
Claimant Search

Claimant Information:
- NI Number: AT410439A
- Surname: Stafford
- Initial: L
- Birth Date: 27/08/1975

Enrol  New Search
SCS Enrolment - Sample Signatures

Enrolment in progress - capturing signature sample 1

Please sign here:

[Signature Image]
SCS Enrolment - Sample Signatures continued

Signature Capture Service
Claimant Search

Claimant Information:
- NI Number: AT410419A
- Surname: Stafford
- Initial: L
- Birth Date: 27/08/1975

Enrolment is partially complete. Please continue taking signature samples.

Continue
SCS Enrolment - Enrolment Complete

Signature Capture Service
Claimant Search

INFORMATION: Enrolment complete.

Claimant Information:
- NI Number: AT410438C

Re-Enrolment:
- Reason:
- Justification:

Re-enrol
Claimant Signing - Commence Signing

Signature Capture Service
Claimant Search

Claimant Information:
- NI Number
- Surname
- Initial
- Birth Date

Sign
New Search

Re-Enrolment
- Reason
- Justification

Re-enrol
Claimant Signing - Preparing the Document

Customer Information:
- NI Number: AT410439A
- Surname: Stafford
- Initial: L
- Birth Date: 27/08/1975
- Claim Status: Live

Signing Information:
- Document to be Signed: ES24/AM - Fortnightly Labour Market Declaration (Welsh)
- View Unsigned Document: Yes

Signature Override:
- Enable Override: No Override
- Reason: 

Additional Information:
- Claim Cycle: 1
- Claim Period From 1: 01/01/2010
- Claim Period To 1: 21/09/2012
- Claim Period From 2: 
- Claim Period To 2: 
- Claim Period From 3: 
- Claim Period To 3: 
- Claim Period From 4: 
- Claim Period To 4: 

Back Continue
Claimant Signing - The Declaration

Jobseeker's Allowance

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 I have made no changes to my claim (if the declaration is for a change).

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

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**TRIAL www.xyzmo.com**
Claimant Signing - Signing the pad

** TRIAL www.xyzmo.com **
Signing continued - Signature Complete
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**

#### Filter Options:
- **NI Number:**
- **Status:** Outstanding
- **Created:** Over 3 Days

#### Referrals (13):

<table>
<thead>
<tr>
<th>Id</th>
<th>Created On</th>
<th>Type</th>
<th>Name</th>
<th>NI Number</th>
<th>Period From</th>
<th>Period To</th>
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<th>Assigned To</th>
</tr>
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<td>System</td>
<td>A. Doe</td>
<td>323232223</td>
<td>31/01/2012</td>
<td>31/12/2012</td>
<td>Waiting</td>
<td></td>
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<tr>
<td>40</td>
<td>18/07/2012 10:31</td>
<td>System</td>
<td>B. Smith</td>
<td>434343434</td>
<td>31/01/2011</td>
<td>31/12/2012</td>
<td>Waiting</td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>18/07/2012 10:31</td>
<td>Manual</td>
<td>C. Brown</td>
<td>545454545</td>
<td>03/01/2011</td>
<td>04/01/2011</td>
<td>Waiting</td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>18/07/2012 10:31</td>
<td>Manual</td>
<td>D. Green</td>
<td>656565656</td>
<td>31/01/2012</td>
<td>31/12/2012</td>
<td>Waiting</td>
<td></td>
</tr>
<tr>
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<td>18/07/2012 10:31</td>
<td>Manual</td>
<td>E. White</td>
<td>767676767</td>
<td>12/01/2012</td>
<td>12/05/2012</td>
<td>Waiting</td>
<td></td>
</tr>
<tr>
<td>49</td>
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<td>Manual</td>
<td>G. Gray</td>
<td>989898989</td>
<td>03/01/2011</td>
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<tr>
<td>52</td>
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<td>01/01/2010</td>
<td>19/06/2012</td>
<td>Waiting</td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>18/07/2012 10:31</td>
<td>System</td>
<td>J. Purple</td>
<td>272727272</td>
<td>01/01/2010</td>
<td>03/07/2012</td>
<td>Waiting</td>
<td></td>
</tr>
</tbody>
</table>
Referrals to the Benefit Centre - Viewing the Referral
Referrals to the Benefit Centre - Manual Referrals
Referrals to the Benefit Centre - Creating a Manual Referral
Management Information
Management Information - Creating Reports

![Signature Capture Service interface]

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

- **Reports Table:**
  - Options: View Report
  - Title:
    - Signature Capture Results Report (Daily)
    - Signature Verification Override Report (Weekly)
    - Enrolment Status Report (Weekly)
    - Signature Capture Results Report (Weekly)
    - Signature Capture Results Report (Daily)
    - Signature Capture Results Report (Daily)
  - Office: Sheffield System Test
  - Created On: 06/08/2012, 05/08/2012, 03/08/2012, 02/08/2012, 01/08/2012
  - Start Date: 06/09/2012, 30/07/2012, 03/08/2012, 02/08/2012, 01/08/2012
  - End Date: 06/08/2012, 05/08/2012, 03/08/2012, 02/08/2012, 01/08/2012
  - ID: 8, 7, 5, 6, 4, 3, 2
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

Scotland
4 Districts
94 Offices

North West
4 Districts
93 Offices

North East
4 Districts
103 Offices

Central England
7 Districts
143 Offices

Wales
3 Districts
62 Offices

London & The Home Counties
7 Districts
112 Offices

Southern England
6 Districts
113 Offices

North East
4 Districts
103 Offices
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