

JSAOL CC Agent Script [v.4 – July 2013]

Eligibility & Diagnostic Questions

Section 3: JSA Online Eligibility Questions

If the GAD identifies that the claimant has selected JSA from the IVR, ask the questions in the following table.

If claimant is calling from a mobile phone or has special language requirements, follow Section 1 (Language Requirements) or Section 2 (Mobile Phone script) before returning to these questions

Step	Action
1	[CQ] – ‘Hello good morning/afternoon, you are through to Jobcentre Plus, Speaking. Can I confirm you are calling to claim Jobseeker’s Allowance?’
2	If No, go to Step 3 If Yes, go to Step 4
3	Continue with CMS gather from [CQ] – ‘Are you claiming because of illness or disability?’
4	[CQ] – ‘Is the claim for you?’
5	If No, go to Step 6 If Yes, go to Step 7
6	Continue with CMS gather from [CQ] – ‘Can I ask why you are calling on their behalf?’
7	[CQ] – Do you wish to claim National Insurance Credits only without claiming full Jobseekers Allowance? <u>Additional Text</u> Non-claimants must be available for and actively seeking work and still have a New Jobseeker Interview. They do not have access to any of the programmes funded by Jobcentre Plus, or external providers If Yes, continue with NI Credits only process. If No, Go to Step 8 NB: Claiming ‘National Insurance Credits only’ means that the claimant does not want to claim JSA regardless of their potential entitlement to it.
8	CQ: Have you recently finished a training course arranged by the Jobcentre? If Yes, [CQ] – ‘As you have been on training you need to contact your Personal Adviser at the Jobcentre (consult FIND for number) to advise you on reclaiming’ If No, go to Step 9

9	<p>[CQ] – ‘Have you recently had a claim for Employment and Support Allowance which ended in the last calendar month?’</p> <p>If Yes, go to Step 10 If No, go to Step 15</p>
10	<p>CQ: Please can you tell me your name, address, date of birth and National Insurance number.</p> <p>Check CIS</p> <ul style="list-style-type: none"> • Award History Screen: <ul style="list-style-type: none"> ○ previous ESA claim; ○ previous JSA claim end date within 26 weeks of IDOC; • Relationship History Screen <ul style="list-style-type: none"> ○ Appointee • Check PV marker <p>UQ - has the claimant had a claim to income-based ESA which has ended in the last calendar month? (Note: the ESA claim does not need to have been closed)</p> <p>If Yes, go to Step 11 If No, go to Step 16</p>
11	<p>[CQ] - Do you have a partner who lives with you or is temporarily living at a different address?</p> <p><i>By partner we mean a person you are married to or a person you live with as if you are married to them or a civil partner or a person you live with as if you are civil partners.</i></p> <p>If Yes Go to Step 12 If No Go to Section 6 : ESA-JSA Transition process.</p>
12	<p>[CQ]: Do you or your partner have responsibility for a child?</p> <p>If Yes, Go To Section 6 : ESA-JSA Transition process. If No Go to Step 13</p>
13	<p>[CQ]: Do you or your partner have a job at the moment, paid or unpaid?</p> <p>If Yes, Go to Step 14 If No, Go to Step 15</p>
14	<p>[CQ]: How many hours a week on average do you or your partner normally work?</p> <p>If:</p> <ul style="list-style-type: none"> • Customer and Partner hours are less than 16; or • Customer hours are less than 16 and partner hours are less than 24; <p>Go to Section 6 : ESA-JSA Transition process. Otherwise, Go to Step 16</p>

15	<p>CQ: Please can you tell me your name, address, date of birth and National Insurance number.</p> <p>Check CIS</p> <ul style="list-style-type: none"> • Award History Screen: <ul style="list-style-type: none"> ◦ previous ESA claim; ◦ previous JSA claim end date within 26 weeks of IDOC; • Relationship History Screen <ul style="list-style-type: none"> ◦ Appointee • Check PV marker <p>Check LMS for:</p> <ul style="list-style-type: none"> • Previous contact; • MAPPA (See Section 70). <p>If MAPPA identified, continue with CMS gather from CQ – ‘I need to complete your claim by asking a series of questions, this may take up to 30 minutes’</p> <p>Otherwise, Go to Step 16</p>
16	<p>If:</p> <ul style="list-style-type: none"> • under 18, follow BAU Under 18 process; • over State Pension Age, go to Step 17; • 18 or 19, go to Step 18; • Appointee, follow appointee process in CMS; • Previous ESA claim within 1 month but not suitable for Transition, Go to Step 21; • previously referred online or advised by Business Information Helpdesk (BIH) to telephone FC, go to Step 22; <p>Otherwise, go to Step 19</p> <p>Note: If a previous ESA claim is identified but it ended more than one month previously, then go to Step 19</p>
17	<p>Continue signposting to Pension Service</p> <p>[CQ] - I'm sorry but your case is more appropriate to be dealt with by the Pensions Service. Their number is 0800 991234 and they will be able to deal with your case. Thank you for calling.</p>
18	<p>CQ: Have you left school or college in the last 12 weeks?</p> <p>If No, go to Step 19</p> <p>If Yes,</p> <p>[CQ] ‘How many hours a week did you attend?’</p> <p>If under 12 hours, Go to Step 19</p> <p>If 12 hours or more, Go to Section 7 : Terminal Dates</p>
19	<p>[CQ]: Do you have a telephone number you can be contacted on?</p>

	<p>If Yes, Go to Step 20 If No, Go to Step 21</p>
20	<p>CQ: When do you want your claim to start from?</p> <p>If future date, go to Step 21 Otherwise, go to Section 4 : JSA Online Diagnostic Questions.</p>
21	<p>Continue with CMS gather from [CQ] - Could you tell me your full name?</p> <p>Note: Do not ask this CQ or those about title, date of birth and postcode unless you do not already have this information.</p> <p>Do ask CQ: Do you live in a flat, room or bed-sit at this address?</p> <p>Do not ask for National Insurance number again unless unable to trace claimant from the one provided.</p>
22	<p>If previous contact recorded in LMS:</p> <p>For technical problems</p> <p>[CQ] – ‘If you do need any help while you are completing your claim, we have a specialist Helpdesk which will be able to assist you. Their telephone number is available on the online application form.</p> <p>Online service or Business Information Helpdesk has indicated claimant cannot claim online:</p> <p>[CQ] – As you have been unable to claim online I will now take your claim.</p> <p>Continue with CMS gather from [CQ] – “I need to complete your claim by asking a series of questions, this may take up to 30 minutes”</p>

Section 4: JSA Online Diagnostic Questions

If the claimant is identified as being eligible to claim online, ask the following questions:

Step	Action
1	<p>[CQ] - In order to make a claim for Jobseeker's Allowance, please use the online service. Employers expect those looking for work in the current job market to have some digital skills and use online services and you should therefore make you claim online at gov.uk. Please note that the online service is not compatible with smart phones.</p> <p>If agree to go online, Go to Step 10 If not happy to use internet , Go to Step 2</p>

2	<p>[CQ] – Can you tell me what is stopping you from using our online service?</p> <p>If refuse to complete online application, Go to Step 3 If lack skill/confidence or no IT skills, Go to Step 4 If state they have no access, Go to Step 7 If Potentially Vulnerable, Go to Step 12</p> <p>NB: further information about Potentially Vulnerable claimants is available at Section 70.</p>
3	<p>[CQ] – ‘We are no longer offering telephony claims and you will therefore need to make your claim online.’</p> <p>Go to Step 6</p>
4	<p>[CQ] – ‘The online application form is very straightforward and if you have ever used the internet before you should find it easy to use. For example, have you ever...’</p> <p>Examples of questions to ask are included in Section 69.</p> <p>UQ: Will they now claim online?</p> <p>If Yes, go to Step 10 If Yes, but No IT skills, Go to Step 5 If No for any other reason, Go to Step 3</p>
5	<p>[CQ] – ‘We have a specialist Helpdesk which will be able to help you if you have any questions or problems completing the form. Their telephone number is available on the online application form.’</p> <p><u>If specialist helpdesk still not sufficient support:</u> Gather claim via CMS from: CQ: Are you claiming because of an illness or disability</p> <p>If specialist helpdesk is sufficient support, go to step 10</p>
6	<p>[CQ] - Do you have a computer with internet access?</p> <p>If Yes, [CQ] – ‘As you have a computer with internet access, please make your claim online.’ Go to Step 10</p> <p>If No go to Step 7</p>
7	<p>[CQ] – ‘Do you know someone who has a computer with internet access? For example, a member of your family, a friend or a neighbour?’</p> <p>If Yes, [CQ] – ‘As you can use a computer with internet access belonging to a friend or family member, please make your claim online.’ Go to Step 10</p>

	If No go to Step 8
8	<p>[CQ] – ‘I will have a look to see what internet access is available to you in your area. Based on your postcode, you can visit ‘[refer to Third Party Provider list in FIND]</p> <p>[CQ] – ‘Are you able to use one of those facilities to make your claim?’</p> <p>If Yes, go to Step 10 If No, Go to Step 9</p>
9	<p>If claimant is PV, go to Step 11</p> <p>Otherwise,</p> <p>[CQ] – ‘There are a number of computers available to make your claim in your local jobcentre. I will book you an appointment to use one of these. A member of staff will be available in the jobcentre if you need any help.</p> <p>Go to Section 5 : Booking IAD Appointment.</p>
10	<p>[CQ] – ‘The online application form can be accessed on gov.uk/jsaonline. To complete the application form you will need to provide information about you and your family, which may include details of:</p> <ul style="list-style-type: none"> • Your National Insurance number, and that of your partner if you have one • Your savings and income • Any work you and your family have done • Where you live • Who lives with you • Your education • Your Bank details’ <p>[CQ] – ‘You will be able to pause and save your application while you are completing the claim, but please ensure you complete and submit your claim as soon as possible as if you delay you could lose benefit. Please remember to use today’s date when making your claim’.</p> <p>[CQ] – ‘When you complete the online application you will need to show that you want your claim to start from today/relevant date (<i>if claimant has asked to backdate their claim</i>). If you are unable to complete the online claim today, you will be asked a series of questions about why there has been a delay in making the claim. Please answer the questions as best you can, and mention that you have spoken to an Agent today. I will make a note of this conversation and our records will show that you want to claim from today’.</p> <p>[CQ] – ‘If you do need any help while you are completing your</p>

	<p>claim, we have a specialist Helpdesk which will be able to assist you. Their telephone number is available on the online application form.</p> <p>[CQ] – We will contact you with details of your appointment at the Jobcentre. This may be by telephone or text message and will be within 48 hours of you submitting your claim.</p> <p>Thank you for calling’.</p> <ul style="list-style-type: none"> • End Call • Record LMS Note: <ul style="list-style-type: none"> ○ Date of contact ○ ‘Claimant claiming online’ <p>Only use if claimant questions security of the online service:</p> <p>[CQ] - JSA online is a secure service. To protect your personal details from being seen in public places:</p> <ul style="list-style-type: none"> • close down the browser window when you have finished • make sure you have collected anything you have printed • be careful who is watching over your shoulder and do not leave the computer unattended whilst you are logged into JSA online. <p>for further information you can click on the "Be Secure Online" link on the JSA Online Service.</p>
11	<p>Check SPL for control measures which would prevent an IAD being booked.</p> <p>If Control measure identified, contact the nominated UCB officer to see if there is an IAD located in a JC with a screened environment.</p> <p>If appropriate IAD identified:</p> <p>[CQ] – ‘There are a number of computers available to make your claim in your local jobcentre. I will book you an appointment to use one of these. A member of staff will be available in the jobcentre if you need any help.</p> <p>Go to Section 5 : Booking IAD appointment. If no appropriate IAD identified, Go to Step 12</p>
12	<p>Continue with CMS gather from [CQ] – ‘<i>I need to complete your claim by asking you a series of questions; this may take up to 30 minutes.</i>’</p> <p>Select Eligibility Check from list unless claimant has specifically stated they want to claim contribution based JSA only</p> <p>Record reason given for not claiming online in LMS notes</p>

JSA Online – Supporting Material

Section 69: Previous Internet Use Questions

- Have you ever searched/applied for a job online?
- Have you ever bought insurance online?
- Have you ever used a jobpoint in the Jobcentre?
- Have you used Facebook or twitter?
- Have you ever bought something from an online shop, such as Amazon?
- Have you ever used eBay to buy something?
- Have you ever booked a holiday online?
- Have you ever used internet banking services?
- Have you ever bought insurance online?
- Have you ever checked train/bus times online or bought tickets to travel by train/bus?
- Have you ever checked cinema times online?
- Have you ever used the online yellow pages or Thomson Local to look for a local service?
- Have you ever played games online?

Section 70: Potentially Vulnerable Claimants

Some vulnerable claimant groups may have limited or no ability to be able to make an online claim. For example:

- Literacy and numeracy difficulties;
- Blind visually impaired;
- IB Reassessment claimants: claimants who are in distress, not understanding what has happened, upset and frustrated on outcome of being found 'fit for work' ;
- Destitute or Domestic Violence: claimants who are in temporary stress and may need extra support.

If the claimant indicates that the reason they are unable to access the Online service is because they fall into one of these groups (or they would be considered to be a Vulnerable claimant for another reason), then they should be dealt with via existing telephony processes.

Note: Membership of a vulnerable group does not automatically mean that the claimant can not/will not use the Online service, and some people in the circumstances above (excluding MAPPA claimants) may be willing and able to claim online. The telephony process should be used if the claimant states that they cannot or will not use the online service because of their personal circumstances, and those circumstances mean they are in a Vulnerable Group..

Multi Agency Public Protection Arrangements (MAPPA) Claimants

The Multi-Agency Public Protection Arrangements (MAPPA) are the statutory arrangements for managing sexual, violent and certain other offenders in the community in Scotland, England and Wales.

Some MAPPA claimants are not legally allowed to use computers which can access the internet. Restrictions on these claimants are imposed by probation and the claimant will be aware of their responsibility to declare this. If a claimant states they are subject to MAPPA restrictions on their internet access, their claim should be taken over the phone.