# CHAPTER H - Customer Functions, Part 3 – All Other Customer Functionality.

## Conversations

1. Conversations are notes that can be added to the LMS customer record to store details of contacts between the jobseeker and the Jobcentre Plus Office/Jobcentre.
2. Conversations should only be used where there is no specific field on LMS to capture the information.  For example ‘record of early or late signing’ can be recorded in ‘Notes’ in the Interview/Intervention window, where as an ad hoc query from a client could be recorded in conversations.
3. Although there is only one way of recording conversations, it is recognised that they may be used for two distinct purposes they are sometimes referred to as ‘Regular’ and ‘Specialist’ conversations.
4. Regular conversations hold information that relates to day-to-day conversations with a Jobseeker, which should not be amended.  The majority of LMS users will only ever use Regular conversations.
5. Any officer accessing conversations should be able to obtain pertinent details of the Jobseeker’s jobsearch activity, steps to overcome barriers to employment and any other relevant information that may affect their claim to JSA.
6. Specialist conversations hold information that is specific to a team or purpose needs to be found easily and added to.  An example of this is where a team of officers or individuals matching Jobseekers to vacancies can use conversations to record details that supplement the information held within the [More] hotspot.
7. Specialist conversations should not be set up as a matter of course on customer records.
8. Conversations should follow on from one another to build up a picture of a Jobseekers contact with the Jobcentre Plus office/Jobcentre.  This will ensure that any officer in the Jobcentre Plus office/Jobcentre has an up to date record of all contacts and will avoid repeating activities that have previously been covered.
9. Conversations should not be used to record irrelevant information, for example, ‘ES4 seen, Jobsearch OK’.  If a Jobseeker's Jobsearch activity is insufficient then there should be a record of a DMA submission.
10. Also, conversations should not be used to duplicate information held elsewhere on the system, for example, driving license details in the [More] hotspot.
11. Conversations can be created, accessed and/or amended.  They should only contain factual information and must comply with the restrictions of the Data Protection Act 1998 - see **Chapter B - Data Protection, System Access & Sensitive Customer Records** for details.
12. LMS conversations will be automatically purged from the customer record 15 months after their creation.  Users of Specialist conversations should be particularly aware of the need to queue themselves a WorkFlow message for 13 months after the conversation creation and transfer the pertinent details to a new conversation.

**Note:** When recording information it should not be copied and pasted from other applications as this can cause spurious characters and lead to slow running

## Viewing Conversation

13. To view any existing conversations, access the "View Client Details" window and click on [Conv]. The result depends on how many conversations, if any, have been already recorded on LMS.

14. If no conversations are held, the following system message will appear:

| "No conversations exist for this client. Would you like to record a new one? |
| --- |
| [Yes] [No] |

15. If only one conversation is held, the "View Conversation With Client" window will be displayed.

16. If more than one Conversation is held, the 'List of Conversations With Client (Customer Name)' window will open.

17. Conversations will be listed in date order with the most recent first. The 'Ripple' feature may be useful to view several conversations from the list, see 'Chapter A, Ripple' for further details. To view the full conversation, highlight the required item on the list and click on [Detail]. The 'View Conversation with Client (Customer Name)' window will then open.

## Creating Conversation

18. To create a conversation, follow the instructions in Viewing Conversation. When you have accessed the 'View Client Details' window and clicked on [Conv], the method you use to create a conversation will depend on the conversation details already held.
    - If there are no previous conversations to view, select [Yes] from the system message, which will be displayed.
    - If only one previous conversation has been recorded, click on [New] on the 'View Conversation With Client' window.
    - If more than one conversation is held, click on [New] on the 'List of Conversations With Client' window.

19. Either of these methods will open the 'Create Conversation With Client (Customer Name)' window.

20. Complete the 'Create Conversation With Client (Customer Name)' window as follows:
    - **Date** - This will default to today's date. You can amend the conversation date to a date up to 14 days ago by over-typing.
    - **Officer** - This will default to your officer details. It is not possible to record a conversation for another officer.
    - **Details** - This is a free-format text area to record factual information. Other officers should easily understand details recorded. The opening words should identify the topic of the conversation, for example, 'Sickness' or 'Holiday', as these will appear in the 'List of Conversations with Client' window. This will assist speed of search when scrolling through lists of conversations.
    - The use of abbreviations should be discouraged, however, any abbreviations used should be recognisable by all Jobcentre Plus/Jobcentre staff. It is also important to remember that Jobseekers requesting print outs of their details may not understand abbreviations used. A list of acceptable abbreviations is in **Chapter P – Appendix 1**
    - **Reasons**
        - 'Reason for removing LPWFI marker' (Status changed to 'Not Required')
        - 'Reason for waiving WFI' (Status changed to 'WFI Waived')
        - 'Reason for deferring WFI' (Status changed to 'WFI Deferred')
        - 'Reason for exiting LPWFI' (Status changed to 'Exit')

- Conversation details must comply with the restrictions of the Data Protection Act 1998 - see **Chapter B - Data Protection, System Access & Sensitive Customer Records**. The details recorded must be **FRANC:**
  - **Factual** -Personal opinions must not be recorded;
  - **Relevant** - Information should be recorded about a jobseeker finding work and their efforts in meeting JSA regulations;
  - **Accurate** - Recorded and input correctly;
  - **Not Excessive** - Conversations should be brief and to the point; and
  - **Current** - Not out of date.

21. Anyone found to be in breach of the Data Protection Act could be personally liable and subject to possible prosecution. Everyone using LMS should be fully aware of their responsibilities under the Act. **Chapter B - Data Protection, System Access & Sensitive Customer Records** contains further information.

22. When the conversation has been recorded click on [Save] to store the details and [Close] the window.

## Amending Conversation

23. Regular conversations should not be amended unless there is a genuine need to amend information that was recorded incorrectly. Every effort should be made to record information as accurately as possible on the first occasion.

24. Due to their nature, Specialist conversations can be amended when necessary. When making amendments to any conversation, access the 'View Client Details' window, see **Searching for Customer Records** within **Chapter H – Customer Functions, Part 1**, and click on [Conv]. One of the following will then happen:
- If only one conversation is held, the 'View Conversation With Client (Customer Name)' window will be displayed;
- If more than one conversation is held, the 'List of Conversations With Client (Customer Name)' window will open, highlight the conversation to be amended and click on [Detail] to open 'View Conversation With Client (Customer Name)' window.

25. The initials of the officer who originally created the conversation, as the name will be overwritten when the conversation is amended. Click on [Amend] in the 'View Conversation With Client (Customer Name)' window; the title will change to 'Amend Conversation Details for (customer name)'.

26. The 'Date' field will default to the date the conversation was originally created and cannot be amended, therefore, to record the date of the amendment, input today's date after the amended text. You may add, amend and delete any information within the conversation 'Details' field, however, you must remember the restrictions as laid down by the Data Protection Act. The 'Officer' field will default to the amending officer's name and cannot be amended, therefore, to show who entered the original conversation, enter the initials of the originator at the end of the original text.

27. After the amendments have been made click on [Save] and [Close] the window.

## Printing Conversation

28. There are occasions when you may need to print a copy of conversations. For example, where supporting information is required for a DMA referral. Follow the actions in Viewing Conversation until the 'View Conversation Details' window is open. Click on [Print] to print the conversation.

### Deleting Conversation

29. LMS has no functionality to delete conversations. If you wish to remove conversation details, for example, if a conversation has been entered on the wrong customer record, you should follow the procedure in Amending Conversation. All information in the 'Detail' field should be removed. The word 'Deleted' and the reason should then be input to the 'Detail' field, you must then [Save] the information.

## Action Plan

### Creating an Action Plan

30. **Note:** When filling in free text fields **do not use** double quotation marks **" "**. This will corrupt this information on the client details, when transferred to providers' systems.
31. Select the [ActPln] button on the 'View Client Details' window. If there is no existing Action Plan, a message will be received asking if you would like to create one. Clicking [Yes] will open the 'Create Action Plan' window.
32. The free text fields on 'Action Item' field and the tab pages will be blank.
33. The [Aims], Employment History [EHist], Personal Circumstances [PCirc], Qualifications [Quals] and Referrals to Support Contract Provision [SCP ref] tabs will be pre-populated with data pulled through from the 'Client Details' if any data exists, otherwise the pages will be blank.
34. For an 'Action Item' you can opt to assign it to the 'Client' or 'PA' and enter a target date for the action to be completed. The target date cannot be in the past and should be no more than 6 months in the future. If you attempt to input an invalid date the following message will be given:

| |
|---|
| 'The Target Date cannot be in the past or more than 6 months from today |
| [OK]' |

35. Clicking [OK] returns you to the 'Target Date' field to enter a new date.
36. Selecting [Save] after creating the first 'Action Item' in a new Action Plan, saves the whole Action Plan. You can create up to a maximum of 100 'Action Items' by selecting the [NactItm] button, entering data and selecting [Save].
37. To spell check any of the free text fields, select the [Spell] button while in create or amend mode. On clicking [Save] LMS will perform a spell check on all the free text fields, except where the field has been previously checked manually, and give you text it regards as being misspelled.
38. You will not be able to save an Action Plan without creating at least one 'Action Item', which has been allocated to either the 'Client' or 'PA' and has a 'Target Date' set.
39. If you try to save an Action Plan and any of the pages in the [Aims], [Ehist] and [PCirc] tabs are blank, LMS will not allow you to save the Action Plan until information has been entered. The following message will be received:

| |
|---|
| 'You must have data in the Aims, Ehist and PCirc TabPages and have one Action Item recorded before saving. |
| [OK]' |

40. Clicking [OK] will return you to the Action Plan in create or amend mode.
41. If no data has been pulled through from the client details you can return to the 'View Client Details' window and complete the relevant fields or insert descriptive text in the free text boxes of the Action Plan.
42. If you select [Close] you will be presented with the following message:

| |
|---|
| 'Data has changed.<br>Do you want to save before closing? |

| ‘[Yes]’ ‘[No]’ ‘[Cancel]’ |
|---|

43. If you select [Yes] the system will automatically save the changes and then close the window. If you select [No] the Window will close without saving changes. If you select [Cancel] you will be returned to the Action Plan screen.

### Recording Action Item Reviews in the Action Plan

44. Once an Action Item(s) has been created you can record one or more reviews for each Action item, up to a maximum of 10.
45. Select an Action Item for review by highlighting it on the list of Action Items and clicking the [Detail] button. Now select the [Nrev] button to create the review record. This will open the ‘Action Plan New Review’ window. The free text field underneath the list of review details will be amendable for you to enter text.
46. Clicking [Save] automatically populates the ‘Date Created’ and ‘Created By’ fields and the review will appear in the Review list.
47. To create a ‘Review’ against another ‘Action Item’ select [Save] to save the ‘Review’ you have just created. When this is successfully saved, the screen will return to view mode and all the buttons will be selectable again. Select [History] to take you back to the first screen of the Action Plan where you can highlight a different ‘Action Item’. Select [Detail] then select [NRev] as before.
48. The [Drev] button is only available to delete a review when one exists, and then only during the interview in which it was created.
49. If you create a ‘Review’ against an ‘Action Item’ outside an interview, you will be able to Amend or Delete it at any subsequent interview so long as it has not been superseded by another ‘Review’ against that ‘Action Item’.

### Recording Aims, Employment History and Personal Circumstances in the Action Plan

50. When you select to create an Action Plan, the system will use the details recorded in the Client Details [More] hotspot to automatically populate the:
    - [Aims] page with the customer’s SOC code job preferences and preferred hours of work;
    - [EHist] page with the customers last job details; and the
    - [PCirc] page with the latest customer personal circumstances;
        - Paying rent or making payments on a mortgage;
        - Paying Council Tax;
        - Caring for a dependant;
        - Driving license type;
        - Car owner indication;
        - License endorsement indication;
        - Whether a customer is DP;
        - Whether the customer has had an ‘In Work Benefit Calculation’, and if so the date and associated notes;
        - If recorded as having Dependant child/children, the numbers of children in each standard age range.
51. If no details exist in the [More] hotspot then none will be pulled through.
52. You cannot change any of the information pre populated in the [Aims], [Ehist] and [PCirc] pages. If any of these details need adding or updating you can return to the [More] hotspot and update it without closing the Action Plan or interview. Saving the updated

information and returning to the Action Plan, the updated information will be pulled through to the relevant page.

53. You can record additional information about the customer's aims, employment history and personal circumstances in the free text box on each relevant page.

54. Text from the 'Aims', 'Employment History' and 'Personal Circumstances' text boxes, from Action Plans created prior to 9 October 2006, also appears in the free text box on the relevant page.

## Recording Qualifications in the Action Plan

55. Customer's qualifications details, except for the Basic Skills Assessments, recorded before 9 October 2006 will be marked, by default for inclusion in the customer's Action Plan. When a new Action Plan is created, or an existing Action Plan is converted, the qualifications will be displayed in the [Quals] tab page.

56. To update the selection of qualifications for inclusion in the Action Plan click on the [Quals/Assmt] hotspot to open the 'Client Qualifications/Assessments' window. Click the [Amend] button. Click in the 'AP' check box to select or deselect qualifications for inclusion in the Action Plan (ie ticked for being displayed, and not ticked not to be displayed). Select [Save]. The [Quals] tab page of the Action Plan will be refreshed with the new selection.

57. Details of a customer's qualifications can be entered via the [Quals/Assmt] hotspot on the 'View Client Details' window or by selecting the [New Quals] button on the 'Client Qualifications/Assessments' window to open the 'Qualifications Details' window. Enter details of the qualification and select the 'Actn Plan Display' checkbox if you wish to include the qualification on the Action Plan.

## Recording Customer Additional Information in the Action Plan

58. When creating an Action Plan, clicking on the [Info] tab will enable you to enter additional information in the free text field. This page also holds the free text from Action Plans created prior to 9 October 2006 recorded in the 'Progress Review', 'Agreed Actions', 'Qualifications' and 'Additional Info' fields.

59. **Note:** When filling in free text fields **do not use** double quotation marks **" "**. This will corrupt this information on the client details, when transferred to providers' systems.

## Recording referrals to Support Contract Provision

60. LMS will record any referrals to Support Contract Provision on the [SCP ref] tab of the Action Plan. The [SCP ref] tab shows:

- Title of Provision;
- Referral Date (Ref. Date);
- Referral Start Date (Started);
- Referral End Date (Finished).

## Converting Action Plans created prior to 9 October 2006

61. When you first access an Action Plan that existed before 9 October 2006 it will appear in the old format. You can print the old format Action Plan, but only on standard Jobcentre Plus headed paper.

62. Clicking on [Amnd] will convert the Action Plan to the new format, and transfer text as detailed in the above paragraphs.

63. Any text from the 'Personal Qualities' section of the old format Action Plan will not transfer.

64. On clicking [Save] LMS will perform a spell check on all the free text fields.

65. Once an old format Action Plan has been converted, you will no longer be able to print or view the old Action Plan.

## Amending the Action Plan

66. To amend an Action Plan, either inside or outside of an interview, click the [ActPln] button on the 'View Client Details' window or respond to the prompts presented to you when conducting an interview. This will open the Action Plan in view mode.
67. If any of the customer's details have been updated on the client record, the changes will be pulled through to the relevant tab pages and you will be presented with a message informing you which pages have been changed:

| |
|---|
| 'The following Tab Page(s) have been changed since the Action Plan was last saved:<br>Aims<br>Ehist<br>PCirc<br>Please review the Action Plan and consider whether the revised Action Plan should be printed and issued to the Customer |
| [OK]' |

68. Selecting [Amnd] will allow you to amend any of the information in the text boxes on the [Aims], [Ehist], [PCirc] and [Info] pages.
69. You can select [Spell] to spell check any of the free text fields, or on selecting [Save] all text fields that have been amended will be spell checked automatically if they have not already been checked manually.

## Amending an Action Item and associated review

70. To amend an open Action Item, highlight it in the list, select [Detail], then select [Amnd].
71. You can then edit the existing textual description, change the target date and change the person it's assigned to.
72. If you attempt to [Save] an Action Item or Review where you have removed the text during amendment you will be presented with the following messages respectively:

| |
|---|
| 'You must enter the Action Item description |
| [OK]' |

| |
|---|
| 'You must enter the Review description |
| [OK]' |

73. When an action has been completed you can close the Action Item during an interview by entering a 'Date Closed'. The date can be today or up to 6 months in the past. If you enter an invalid date the following message will be given:

| |
|---|
| 'The Closed Date cannot be in the future or more than 6 months from today |
| [OK]' |

74. You cannot record a 'Date Closed' outside of an interview.
75. You cannot close an Action Item without there being at least one review associated with it. Also you cannot close an Action Item in the same interview in which it was created, or re-open a closed Action Item once the interview in which it was closed has ended.
76. All Action Items, whether open or closed, are sorted by default in chronological 'date created' order. You can select what order you want them to be displayed in. Click on any of the column headers and the rows will be sorted in relation to the selected column, firstly into ascending, and then each subsequent click of the same header button does the alternate sort (i.e. ASC/DESC/ASC, etc). If you interact with a different column header or field then when reselecting the column header the sort will begin again.

77. While you have the highlighted Action Item open in amend mode, you can also amend or delete the latest associated review if you are still in the same interview in which it was recorded, or if it was created outside the interview and it is the customer's first interview since it was recorded.

### Printing the Action Plan

78. When requesting to [Print] an Action Plan you will be given the following parameters to determine the type of print:
- The number of copies required to print (default 1);
- Choice of four print options defaulting to the first option:
  - Open Action Items;
  - Open Action Items & Reviews;
  - All Action Items;
  - All Action Items & Reviews.

79. When you have made your selection click on [Print]. A message will be received telling you if your print has been submitted or if there has been an error during the processing.
80. The page header includes the customer's title, forename, surname and NINo. If no NINo exists the customer's reference number is printed. If the NINo starts 'TN' the printed output will be blank.
81. Action Plans will be directed to tray 1 of the LMS printer assigned to you, and will fit onto A4 paper headed with Jobcentre Plus logo.

## Jobseeker's Agreement

82. One of the conditions for receipt of Jobseeker's Allowance (JSA) is that jobseekers must have a Jobseeker's Agreement (JSAg) which is signed jointly by them and an adviser, and which remains in force. If a Jobseeker is in receipt of 'credits only' or they are non-claimants, entering into a Jobseeker's Agreement is not essential, however, having a valid JSAg will help both the Jobcentre Plus/Jobcentre and the Jobseeker
83. The JSAg sets out the steps the Jobseeker has agreed to take to increase their chances of obtaining work. For further information on completing a JSAg please refer to 'Get Britain Working, Jobseeker Allowance Claimants; The Jobseeker's Agreement'.
84. When you end a 'JP – 1st JSA WFI (NJI)' or a 'JP – 1st JSA WFI (NJI/RR)' interview and the customer is 18 years old or over and has no adult JSAg, the following message will be received:

| |
|---|
| 'This customer does not have an adult JSAg. Do you want to create one before this interview is completed? |
| [Yes] [No] [Cancel]' |

85. Clicking [No] will close the message and the end of interview process will continue.
86. Clicking [Cancel] will close the message and the end of interview processing will stop and you will need to click [End] again to end the interview.
87. Clicking [Yes] will close the message and open the 'New JSAg for' window. You will need to click [End] again to end the interview. On clicking [End] the above message will be displayed again if you have not saved the JSAg.
88. In other interviews (please see Appendix 3 for full list of applicable interviews), when you start the interview the following message will be received (after other applicable messages):

| |
|---|
| 'This customer does not have an adult JSAg. You should consider creating one in this interview. |
| [OK]' |

89. Clicking [OK] does not open the ‘New JSAg’ window.
90. This message will appear each time one of the specified interviews (see Appendix 3 for full list of applicable interviews) is conducted while the customer is 18 years old or over and claiming JSA until an adult JSAg is recorded.
Note: This message will be displayed whether the interview is conducted by a band B (AO) or band C (EO), though band B’s should not create JSAgs

## Creating an Adult JSAg

91. The following paragraphs cover the input requirements for the fields within the Jobseeker's Agreement windows. For further guidance on the options of information to be entered in fields see the ‘JSA Interviewing Policy’ guide.
92. **Note:** When filling in free text fields **do not use** double quotation marks **“ “**. This will corrupt this information on the client details, when transferred to providers’ systems.
93. To record a Jobseeker's Agreement (JSAg), access the ‘View Client Details’ window - see **Searching for Customer Records** within **Chapter H – Customer Functions, Part 1**. Click on the [JSAg] button, this will result in one of the following options:

- When a JSAg already exists for a customer and has been agreed, the ‘Current JSAg for: (customer name)’ window will open;
- When there are no previous JSAgs for a customer, a blank ‘New JSAG for: (customer name)’ window will open;
- Where a JSAg already exists for a customer and it is in dispute, the ‘Disputed JSAg for: (customer name)’ window will open; and
- Where the customer is under 18 and no previous JSAg is held, a message appears asking whether a YP JSAg or Adult JSAg is required.

94. Where a JSAg is already held, that is not in dispute, it may be used as a template to create a new JSAg by clicking on [Copy] and amending the relevant details.
95. When creating a JSAg, the following information is mandatory:
96. **JSAg Agreed Status** - Can only be selected after printing the JSAg. The details are covered later in this Chapter; see JSAg Agreed or JSAg Not Agreed.
97. **Job Goal -** There are three free format fields in which to record the titles of occupations the Jobseeker is looking for. At least one of the three fields must be completed;
98. **SOC** -Select the Standard Occupation Code of the Job Goal entered to the left. This is not an input field. Click on the [SOC] hotspot to open the SOC Search window, use the SOC Search function as detailed in **SOC Search** within **Chapter L – LMS Searches**. At least one of the three fields must be completed;
99. A SOC code can be deleted by use of the [No SOC] button in the ‘SOC Search’ window. For further information on deleting SOC codes see Update Jobseeker’s Agreement.
100. Any information entered in Job Goals and SOC will automatically be entered in the ‘Additional Information’ window, which is accessed, via the [More] hotspot on ‘View Client Details’.
101. **Notice** - To select the period of notice that the jobseeker states necessary before employment may commence, click on the relevant radio button. The options available are ‘Immediate’, ‘24 Hrs’, ‘48 Hrs’, ‘One Week’ and ‘Other’. If an option other than ‘Immediate’ is selected the **Agreed Restrictions** free format field must also be completed.
102. Most of the following fields are optional. However, in some circumstances they may become mandatory - where this happens it will be explained in the text.

- **Permitted Period** - Will be decided at the JSA new claim interview. Any entry between 0 and 13 will be valid, depending on the length of the permitted period determined.
- **End Date** - Will be calculated from the Date of Claim and entered by the system. This may be amended by over typing if a policy decision will affect this calculation, for example, if the jobseeker makes a delayed claim. See the Labour Market Conditions Guide, for further information.

103. When a permitted period is entered, and the JSAg has been saved, a WorkFlow will automatically be created to prompt the adviser who recorded the JSAg to review it at the appropriate time.

- **Contact Family and Friends** - This toggle box defaults to ‘Yes’. Indicate whether the jobseeker has agreed to contact family and friends to find employment by clicking ‘Yes’ or ‘No’.
- **‘I want to restrict the days and hours I am available for work’** - If the jobseeker indicates this, click in the toggle box. If this indicator is set, the [Availability] hotspot will automatically be opened, details of the days and hours restricted must be entered here.
- **Availability hotspot** - These details are mandatory when the ‘I want to restrict the days and hours I am available for work’ indicator is set to 'Yes'. If the indicator is not set, the details are optional.

104. Record the earliest start time, latest finish time and most hours that the jobseeker is prepared to work against each day of the week. If the Jobseeker is unavailable for a whole day, you must enter spaces in the relevant fields. Entries must be made using a 24 hour clock and a colon (:) between the hours and minutes, for example 09:00.

105. Although these will be converted to a 12-hour clock once the JSAg is printed. If you enter the times without a colon between the hours and minutes a message will be displayed stating that an invalid time has been entered. If you enter the earliest start and latest finish times for any day you must also enter the most hours the Jobseeker is prepared to work in that day.

106. If you enter the earliest and latest times for one day but do not enter the hours the following message will be displayed when you try to print the JSAg:

| |
|---|
| ‘Please enter hours for (day) |
| [OK]’ |

107. If you enter the earliest and latest times for more than one day but do not enter the hours the following message will be displayed when you try to print the JSAg:

| |
|---|
| ‘Please enter details of availability |
| [OK]’ |

108. If the hours entered are more than the difference between the earliest start and latest finish time, the following message will be displayed:

| |
|---|
| ‘(day) hours are greater than the difference between earliest and latest times |
| [OK]’ |

109. When you have completed the availability details, click on [Hide] to close the window.

- **Agreed Restrictions** - A free format field where you should record agreed restrictions on availability and agreed restrictions on the type of work a jobseeker is looking for. This field becomes mandatory if any option other than ‘Immediate’ has been recorded in the ‘Notice’ field;
- **Other Activities** - Free format field in which to record other jobsearch information, for example if contact with employment agencies is recognised as a valid part of a

jobseeker's jobsearch, details of Employment Agencies the jobseeker is registered with and the number of times the jobseeker has agreed to contact the agency should be recorded in this field;

- **Minimum Weekly Actions -** This section of the window allows numbers to be entered at the side of the categories 'Emp Phone Contact', 'Emp Letter', 'JD Contact', and 'Emp Visits' stating the weekly frequency for each action;
- **Look in These Newspapers -** Enter titles of publications to assist jobsearch; and
- **How Often? -** Enter the frequency that the publication entered in 'Look in These Newspapers' will be used for jobsearch activities.

110. Once all the details have been recorded, the JSAg must be agreed before the details can be saved. To agree the JSAg, you need to print a copy to give to the jobseeker and allow them to read it.

## Creating a Young Person's JSAg

111. To create a YP JSAg, you should follow the instructions in Creating an Adult JSAg. However, there is an additional field [New Jobseeker], which should be set to either 'Y' or 'N'. This field will not appear on the printed JSAg, as it is held for information only. For guidance on the definition of New Jobseeker status refer to the **JSA for 16 and 17 year olds guide**

112. When a Young Person reaches their 18th birthday, on accessing the customer record the following message will appear:

| |
|---|
| '(Customer's name) is now 18 years old. Please review their JSAg |
| [OK]' |

113. Click on [OK] to clear the message and the system will return you to the 'Client Details' window. An interview should be arranged in order to agree an Adult JSAg with the Jobseeker (or review the Adult JSAg if one is already held).

114. It will not be possible to WorkFlow either Adult or YP JSAgs.

## Previous JSAgs

115. When clicking the 'JSAg' button on the 'View Client Details' window, the JSAg with the latest date of creation will be the JSAg which is first displayed regardless of whether it has been agreed or not.

116. The [History] hotspot, which can be viewed on the latest JSAg, will only be visible if the customer has other JSAgs recorded on LMS. When clicking on this hotspot, the 'JSAg list for: (customer name)' window is displayed. This will show the date(s) the other JSAg(s) were created and whether or not they have been agreed with the customer. If a JSAg other than the customers latest is selected, the 'Previous JSAg for: (customer name)' window is displayed.

117. Whilst the JSAg list window is open, folder swapping will not be permitted.

118. The 'JSAg list' window will only be able to list four JSAgs at a time. If a customer has more than four JSAgs in a rolling 12 month period, a scroll bar will be available to view the others. Only one JSAg can be viewed at any one time.

119. If the 'Close' button is clicked on the 'JSAg list' window and the JSAg that is displayed is not the customers latest JSAg, the following message will be displayed:

| |
|---|
| 'The JSAg displayed will revert to the latest JSAg detail held. Do you wish to continue closing? |
| '[Yes]' '[No]' |

120. Clicking on ‘Yes’ will close the ‘JSAg list’ window and the ‘JSAg detail’ window will be updated to display the customers latest JSAg. On clicking ‘No’, the message window will close leaving the ‘JSAg list’ window open.

### Dormant JSAg Records

121. When the customer’s employment status is no longer ‘Unemployed, claiming JSA under 6 months’ or ‘Unemployed, claiming JSA over 6 months’, and a JSAg exists, the [JSAg] button and corresponding menu item will be enabled for 12 months following the end of the JSA claim.
122. Clicking on the [JSAg] button, or corresponding menu item, will open the ‘Current JSAg for’ window. The [New], [Copy] and [Save] buttons will be disabled.
123. If more than one JSAg exists the [History] hotspot will be visible. Clicking on [History] opens the ‘JSAg List’ window for you to select a previous JSAg. You can click on [Detail] or [Print] it immediately.
124. The latest JSAg is retained as long as the client record, but previous JSAgs are purged 12 months from the date of going into history.
125. If a JSAg was not completed the [JSAg] button and corresponding menu item will be disabled.

## Printing an Adult JSAg

126. To print a JSAg you must ensure the pre-printed JSAg stationery is loaded in the bottom tray of the Texas printer. The fields ‘Name,’ ‘NI Number’ and ‘Claim file/cycle’ should be placed face up, and to the right of the form, as you face the printer.
127. From the ‘JSAg for: (customer name)’ window, click on [Print]. If any of the mandatory fields have not been completed, a system message will tell you which entry is missing. If you attempt to print a JSAg without completing either the ‘Job Goal’ or ‘SOC’ field, the following message will be displayed:

| |
|---|
| ‘At least one Job Goal and SOC code must be completed |
| [OK]’ |

128. Click on [OK] to clear the message and input Job Goal(s) and SOC code(s)
129. If you attempt to print a JSAg with the ‘Job Goal’ field(s) completed but no SOC code(s) for one or more ‘Job Goals’ the following message will be displayed:

| |
|---|
| ‘Job Goal number X: you need to enter the SOC code |
| [OK]’ |

130. Click on [OK] and either enter the SOC code or delete the text in the ‘Job Goal’ field whichever is appropriate.
131. Two JSAgs will be printed, one to be retained by the jobseeker, the other to be retained in the Labour Market Unit. Pass a copy of the JSAg to the jobseeker for them to read.
132. Once the JSAg has been printed, the ‘JSAg Agreed Status’ indicator must be set; it will turn white to show it may be input. Amendments may not be made to the JSAg at this stage. Input and actions depend on whether the jobseeker agrees or disputes the JSAg.

## Printing a Young Person’s JSAg

133. To print a YP JSAg click on [Print] within the ‘JSAg for (customer name) window.’ If any of the mandatory fields have not been completed a system message will tell you which have an entry missing. If all mandatory fields have been completed the following message will appear:

| |
|---|
| ‘When the message ‘LOAD MANUAL PREPRINT A4’ appears on the printer, insert two YP JSAg forms into the manual tray. |

| |
|---|
| [OK]’ |

134. Click on [OK]. You must then wait for the message ‘LOAD MANUAL PREPRINT A4’ to appear on the printer and then manually insert two copies of the YP JSAg into the manual feed tray on the printer. They must be inserted with the fields ‘Name,’ ‘NI Number’ and ‘Claim file/cycle’ face up and to the left of the form.
135. It is not necessary to access either of the paper trays to carry out the above action. It is also not necessary to push the green ‘GO’ button as the printer feeds both forms through automatically from the manual feed tray.
136. Photocopy the JSAg to produce the third copy required.

## Printing and Copying previous JSAgs

137. When the ‘Copy’ button is clicked on a previous JSAg, the confirmation message below will be received:

| |
|---|
| ‘You have chosen to copy a JSAg that is not this client’s current agreement. Do you wish to continue?’ |
| ‘[Yes] ‘[No]’ |

138. When the ‘Print’ button is clicked on a previous JSAg, the confirmation message below will be received:

| |
|---|
| “You have chosen to print a JSAg that is not this client’s current agreement. Do you wish to continue?’ |
| ‘[Yes]’ ‘[No]’” |

## JSAg Agreed

139. If the jobseeker agrees with the content of the JSAg, set the ‘JSAg Agreed Status’ indicator to 'Yes'. The ‘Agreed Date’ and ‘TAM Date’ will automatically default to the current date. You may over type these with earlier, but not future dates.
140. Once the two copies of the agreed JSAg have been printed the adviser and the Jobseeker must sign them. One copy is then given to the jobseeker and the other filed with the jobseeker's Labour Market Unit. Click on [Save] to save the JSAg.

## JSAg not Agreed

141. If there is disagreement between the jobseeker and the adviser as to what should be included in the JSAg, the Jobseeker's version must be the one entered on LMS. A DMA referral for the disputed JSAg must be made. The adviser’s comments on the reason for disagreement must be entered in the [Notes] section of the Sector referral form (ES567) prior to printing. For details of how to record this see Creating new DMA details or Get Britain Working, Jobseekers Allowance Customers, Jobseeker’s Agreement DMA Referrals.
142. If the Jobseeker does not agree with the content of the JSAg, set the ‘JSAg Agreed Status’ indicator to 'No'. A ‘Notes’ window will appear on the relevant JSAg to record the reason why the JSAg is in dispute.
143. Input to this is mandatory and must comply with the Data Protection Act (1998) - see **Chapter B - Data Protection, System Access & Sensitive Customer Records** for details. Once the reason has been entered, click on [Hide], then on [Print] to print a copy of the disputed JSAg.
144. One copy of the disputed JSAg will be printed. The information entered in the ‘Notes’ window will be printed separately onto a blank LH1, taken from the top bin of your printer. Click on [Save] to save the JSAg.

145. Only the status of the latest JSAg can be amended if it is held as ‘Not Agreed’. You will not be able to amend the status of any other JSAg.

### Book Follow Up Interview

146. Full guidance on how to book an interview can be found under **Create Interview Record** within **Chapter H – Customer Functions, Part 2**. If you wish to follow up any actions with a jobseeker in the future, it may be more appropriate to ‘Work Flow’ the ‘View Client Details’ window to yourself to book for a date nearer the time.
147. You should not book interviews too far in advance as this increases the possibility of the Jobseeker not attending.

### Update Jobseeker’s Agreement

148. To update a Jobseeker's Agreement (JSAg), access the ‘View Client Details’ window and click on [JSAg]. This will open the ‘JSAg for: [customer name]’ window. Action then depends on the amount of changes that need to be made, and the agreed status of, the existing JSAg.
149. If only a few details are going to change from those already held, and the Jobseeker is not disputing the existing JSAg, click on [Copy]. The original JSAg forms a template for the new one. Once the new JSAg is saved, the revised JSAg will completely replace the original one.
150. The previous JSAg will then only be accessible via the [History] hotspot on the revised JSAg.
151. If the majority of details are going to change or the jobseeker is disputing the existing JSAg, click on [New].
152. In both these circumstances, input or amend the details as necessary - for details of the field input requirements see Creating an Adult JSAg.
153. To delete a SOC code, access the ‘SOC Search’ window and click on the [No SOC] button. Any text held in the ‘Job Goal’ field must be removed manually. If you attempt to print the JSAg after deleting a SOC code and you have not removed the text in the adjacent field, the following message will be displayed:

| |
|---|
| ‘Job Goal number X: you need to enter the SOC code. |
| [OK]’ |

154. Click on [OK] and remove the text from the Job Goal field.
155. If all SOC codes are deleted and you attempt to print the JSAg, an error message is displayed. For further information on the use of the ‘SOC Search’ window see **SOC Search** within **Chapter L – LMS Searches**.
156. Once the new details are held, print the JSAg to allow the Jobseeker to assess the details - see Printing an Adult JSAg or Printing a YP JSAg.
157. You must then record whether the Jobseeker agrees or disputes the content of the revised JSAg. For details see JSAg Agreed or JSAg Not Agreed.

## Jobseeker Directions

158. A Jobseeker Direction enables the Jobcentre Plus/Jobcentre to require individuals to take particular action aimed at improving their chances of getting work.
159. The Direction should be given in writing during a Grade C or above advisory interview and be aimed at one or both of the following:

- Assisting the Jobseeker to find employment; or
- Improving the Jobseeker's prospects of being employed.

160. Further guidance about the completion and issue of Jobseeker Directions may be found in the. Get Britain working Jobseekers allowance claimants Jobseeker Direction
161. A Jobseeker Direction may be given at any advisory interview.

## Creating Jobseeker Direction

162. Only one Jobseeker Direction can be recorded for a Jobseeker at any one time.
163. Action required to create a Jobseeker Direction depends on whether it is connected to a Vacancy Submission.
164. If the Jobseeker Direction is related to a Vacancy Submission, access the 'View sub: Customer name/Vacancy/Opportunity' window. See **Chapter F - Submissions and Referrals** for guidance on how to access this window. Click on the [Directn] button.
165. If the Jobseeker Direction is not related to a vacancy submission, access the 'View Client Details' window. Action to create a new direction depends on previous direction information held:

- If there were no previous direction details held, the [NoDir] button will be displayed. Click on this button.
- If an outstanding direction is held, the [O/SDir] button will be displayed. You may not create another direction until the status has changed, see Amending jobseeker direction.
- If previous direction details are held, the [Directn] button will be displayed. Click on this button. If more than one Jobseeker Direction is held, the 'Direction List' window will open. From this window, you can access any Direction by highlighting the appropriate one and clicking on [Detail]. This will open the 'Direction Detail' window. To create a new direction, click on [New].

166. For details of the information required for a direction - see JSA Interviewing Policy. All the 'New Direction' fields are mandatory, complete as follows:

- **Status** - This will default to 'Outstanding'. This is the only option possible when creating a new direction;
- **Review Date** - This is a protected field. The date will automatically be recorded. This occurs when the Direction is saved and the system prompts the booking of a review interview. The date the interview is booked for will become the Review Date;
- **Directn Reason** - This is a free format field where you should record the reason for the direction;
- **Details & Method of Achieving** - This is a free format field where you should record the details and methods the jobseeker must take;
- **Input By** - This defaults to your user identification details; and
- **On** - This defaults to the current date.

167. Once all the details have been recorded, click on [Save]. If there is already an outstanding non-General/non- NINo appointment the following message will be received:

| |
|---|
| 'An Outstanding Interview on dd/mm/yy exists. Click 'Yes' should you wish to review this direction in this interview. Click the 'No' button to rearrange the interview, if the direction is to be reviewed at a more convenient time. 'Cancel' will return you to the Direction Detail window without saving the data. |
| [Yes] [No] [Cancel] |

168. If you click on [No] the 'Create Appointment for (customer name)' window opens to allow you to change the appointment.

169. If the appointment is being booked whilst creating a new Jobseeker Direction, it is not possible to select a NINo EOI appointment or a General Advisory appointment and you will receive the following message:

| |
|---|
| 'Your choice of appointment type is not valid.' |
| [OK] |

170. Click on 'OK' to remove the message and return to the 'Appointment Type' window.
171. If there are no outstanding non-General/non- NINo interviews when you click on [Save] in the 'Direction Detail' window, the following message will be displayed:

| |
|---|
| 'This Jobseeker Direction will need reviewing. Create a follow up interview |
| [OK]' |

172. Click on [OK] and the 'Create Appointment for (customer name)' window will open. Book an appointment for a follow up interview. The Jobseeker should be issued a Direction letter instead, see 'Print Jobseeker Direction Letter'. For details of how to book an appointment see **Creating Interview Records for Future interviews** within **Chapter H – Customer Functions, Part 2**.
173. If you click on [Close] without having booked an interview and having previously clicked on [Save] in the 'Direction Detail' window, the following message will be displayed:

| |
|---|
| 'Details not saved. Do you want to save before closing? |
| [Yes] [No]' |

174. If you click on [No] the 'Direction Detail' window is closed and the direction is not saved.
175. If you click on [Yes] you remain on the 'Direction Detail' window and you will be able to save the direction.

## Printing Jobseeker Direction Letter

176. When a Jobseeker Direction has been recorded and the follow up interview has been booked, you will need to inform the Jobseeker of these details. After booking the interview, you will be returned to the 'Direction Detail' window.
177. Click on [Print] to open the 'Print Direction' window; the options available will be 'Jobseeker Letter' or 'Referral/Decision Details'. Select the option 'Jobseeker Letter' and the Jobseeker Direction letter will be printed. The name of the Office Manager will automatically be printed at the end of the letter. Issue the letter that provides details of the direction and the follow up interview, to the Jobseeker.

## Accessing Jobseeker Direction detail

178. Once a direction has been input details may be accessed via the customer record or the vacancy record, if the direction was connected to a vacancy.
179. From the 'View Client Details' window, the button options available will depend on the status of the last direction:

- If the direction is still outstanding, the [O/S Dir] button will be displayed. Click on this to view the 'Direction Details' window; or
- If the direction has been cleared, the [Directn] button will be displayed. Click on this to view the details. If more than one Jobseeker Direction is held, the 'Direction History' window will open. From this window, you can access the individual 'Direction Details' window by highlighting the appropriate one and clicking on [Detail].

180. From the 'View sub:(customer name/vacancy)' window, click on [Directn] to view the details of the Direction.

### Action required after Jobseeker Direction Follow Up Interview

181. Once the Follow up interview has been conducted, the adviser should assess the status of the Jobseeker Direction. When this decision has been made the LMS record should be updated to reflect the revised status.

182. If DMA action is required, the referral must be recorded on LMS. If the Direction indicator is set, the 'Status' on the Jobseeker Direction will automatically be updated to ‘Awaiting Referral/Decision’. When the decision is input, the result will be automatically transferred to the Jobseeker Direction. For details of recording DMA actions - see DMA Action.

183. If the Jobseeker has performed the actions detailed in the Jobseeker Direction, or the Direction is no longer applicable, the 'Status' must be amended. For details see Amending jobseeker direction.

### Amending Jobseeker Direction

184. Jobseeker Directions will need to be amended when the jobseeker has attended the Jobseeker Direction follow up interview. It will also need to be amended if the Direction is no longer applicable, for example, if the Jobseeker signs off or the Direction is no longer applicable.

185. Jobseeker Directions will automatically be updated if DMA action is recorded on LMS and the Direction indicator set. When the referral is made the status will change to 'Awaiting Referral/Decision'. When the decision is input the outcome will be recorded on the Direction.

186. To amend a Jobseeker Direction, you must first access the ‘Direction Detail’ window - see Accessing jobseeker direction details. From this window, click on [Amend]. The ‘Status’ field is the only field that can be amended.

187. If the Jobseeker has taken all the necessary actions in the Jobseeker Direction, click on the ‘Status’ pull down and select the option 'Complete'.

### Cancelling Jobseeker Direction

188. If the Jobseeker Direction was recorded in error, click on the ‘Status’ pull down and select the option 'Cancelled'.

## DMA Action

189. This section describes the procedures to be followed when a labour market doubt is identified. If an adviser identifies a doubt, these procedures must be followed within an adviser interview for it to be recorded as an adviser action.

190. LMS will measure the speed of DMA process from the date a doubt is identified in the local office to the date a decision is given by the SDM.

191. The date of identification of doubt is recorded as the ‘Input on’ date. It is therefore important that the following fields are completed as soon as a doubt is identified.

192. System Help is available for DMA functions. See **Chapter M - System Help** for further information.

193. When DMA action is taken on a customer record which has or had one of the following joint claim values in the last 12 months:

- Yes;
- Yes - Exemption Applied for;
- Yes - Exemption Not Granted;
- Yes - Partner Exempted; or
- Yes - Exempted.

194. The following message will be displayed:

| |
|---|
| 'Please see joint claim history to identify if any further notifications are required |
| [OK]' |

195. Click on [OK] and where necessary produce a second notification letter and issue it to the customers previous joint claim member who is affected by the doubt/outcome. For information on how and when to issue any further notifications please refer to the Labour Market Conditions Guide, Chapter , 'Explanations , Reconsideration and Disputes'.

## Creating new DMA details

196. The following guidance assumes that no previous DMA details are held, although new details can be entered by clicking on [New] from either 'View Referral/Decision Details - Name' or 'List of Referrals/Decisions - Name' windows. If an adviser identifies a doubt, these procedures must be followed within an adviser interview for it to be recorded as an adviser action.

197. Access the 'View Client Details' window. If no referral/decision details are held, the [NoDec] button will be displayed, click on this button to open the 'New Referral/Decision Details - Name' window.

198. If referral/decision details are already held, the [Decn] button will be displayed, click on this button. If more than one labour market question is held, the 'List of Referrals/Decisions - Name' window will appear. If only one labour market question is held, the 'View Referral/Decision Details - Name' window will be displayed. From both windows, click on the [New] button. The 'New Referral/Decision Details - Name' window will open.

199. Click on the [Question] hotspot to open the 'Question' list browser. The questions appear in a tree-structured list with subcategories of the different types of labour market doubt. Each subcategory can be manually expanded and contracted to find the relevant labour market question required, for details of which to select see the 'Labour Market Conditions Guide, Explaining the Labour Market component' for details.

200. On selecting a labour market question, the 'AR Code' field will automatically display the AR (Acts and Regulations) code. Amend this to an AR code relevant to an opinion, where applicable. Click on the drop down list within the 'AR Code' field and select the relevant 'O' suffix Opinion AR code, see **Chapter M - System Help** or the 'Labour Market Conditions Guide,'.

201. Unless one of the following labour market questions has been selected, you will not be able to enter a date in the 'Susp Start' field as it will be protected:

- JSAg - refuse;
- JSAg - dispute new claims;
- JSAg - non comply direction - termination;
- ASE;
- FTA - adviser interview;
- FTP signed declaration;
- Avail;
- Avail - absence;
- Avail - time limits;
- Not avail - restricted hours;
- Not avail - restrict nature;
- Not Reg Avail - Prisoner;
- Not Reg Avail Women MA;
- Avail - study 16 or less;

- Study - more 16;
- TD - stoppage; and
- TD - W/D labour.

202. For each of the above questions, an entry in the 'Susp Start' field is mandatory. The suspension start date should be entered and can be changed by clicking on [<] or [>] buttons.

203. You will not be able to enter a date in the 'End' field unless one of the labour market questions above has been selected and an entry is made in the 'Susp Start' field. If this is the case, enter the last day of the suspension by using [<] and [>]. The 'End' date may be left blank where an indefinite suspension applies.

204. Complete the 'Source' field from the pull down. This field should be completed according to where the doubt was first identified. The options will be:

- **New Claim** -Where the doubt was identified during a JSA new claim interview;
- **Advisory Interview** - Where the doubt was identified during an advisory interview;
- **Signing Intervention** - Where the doubt was identified at a fortnightly review and referred to a Grade C or above adviser for DMA action;
- **Miscellaneous Interview** - Where the doubt is identified at any front-line contact other than signing;
- **JP Advisor** - Where a JP Adviser identified the doubt;
- **LP WFI Personal Adviser** - Where a Lone Parent Work Focused Interview adviser identified the doubt;
- **WFI(P) Adviser -** Where a Work Focused Interview for Partners adviser identified the doubt; and

205. The 'Input by/on' fields will automatically be completed with your name and today's date (it is important that DMA details are input as soon as possible, as the 'Input on' date is used as the date of identification of a doubt). These two fields cannot be amended.

206. Determinations made in DMAS for all JSA codes will automatically appear in LMS. All records originating from DMAS (ie by the auto-update process) will have 'LM DMA USER' in the 'Input By' and 'Ref By' fields. You will not be able to [Print] or [Amend] the referral details for these records. Only the 'Notes' sub window can be amended.

207. If you are within an adviser interview, you could [Save] details at this point and complete the rest of the fields via 'Amend Referral/Decision Details - Name' after ending the interview (but see paragraphs below where supporting evidence may be required). It may be necessary to print the Referral Notification Letter at this point, for example, for LV where further details will be required before referral.

208. When ready to refer, click on the 'Ref To' pull down field. The options will be:

- Local Office
- LM DMA Office
- DMA Sector Office;
- DMA Regional Office;
- N/A - Lifted; or
- N/A - Straightforward.

209. The 'Ref To' pull down must be clicked on to display the options of who the question is to be referred to.

210. An 'Invoice No' is required when the 'Ref To' field has been set to 'DMA Sector Office'. Input is optional at this stage. This is a free format text field for you to enter your offices invoice system numbers. The DMA subs officer may enter it at a later stage, for example. See Amending DMA Details for instructions.

211. You may enter any other details relevant to the DMA action, by clicking on [Notes].

212. This will open a window where free format text can be entered which must comply with the Data Protection Act (1998). Once notes have been entered, click on [Hide].
213. Notes may be amended at any time, and as often as required, by clicking on the [Amend] button in the 'Notes' window.
214. When all the DMA details have been entered, click on [Save]. If any mandatory fields have not been completed, a system message will inform you which field needs to be completed. Once correct details are held, click on [Save] again.
215. When details have been saved the following confirmation message will be displayed:

| |
|---|
| 'Referral/Decision Details have been successfully saved |
| [OK]' |

216. Click on [OK] to acknowledge the message.
217. LMS will generate a referral reference ID, which is shown in the 'Ref Id' field. This field is not amendable.

## Printing DMA Details

218. Access the 'Referral/Decision Details' window; see Creating new DMA details. Click on [Print]. A sub window will open giving the print options.
Note: You should not attempt to print notification letters for members of a joint claim, you must issue clerical letters as per the. Labour Market Conditions Guide, 'Explanations, Reconsideration and Disputes'.
219. The option to print a DMA referral form will only appear if the referral details show that the question has been referred to a DMA Sector Office (DSO) or DMA Regional Office (DRO).
220. When printing a referral form for a customer who is part of a joint claim additional action is required, for further details see the Labour Market Conditions Guide, 'Explanations, Reconsideration and Disputes'.
221. The Referral Notification Letter (ES48 or ES48S) will have to be printed at this stage if it was not done when the doubt was entered. Click on the appropriate radio button to select the print option, and then click on [Print]. Acknowledge the following print confirmation message which will be displayed:

| |
|---|
| 'Your print request has been submitted |
| [OK]' |

222. It will not be possible to print a Referral Notification Letter for referrals made by an WPSLP Adviser.
223. Some labour market questions may require additional evidence to support the referral form. You will need to access the relevant windows in order to obtain the required prints, for example you will need to print a Jobseekers Agreement from the 'JSAg Detail' window, a Jobseeker Direction from 'View Jobseeker Direction' window, or vacancy details from the 'Vacancy Details Window'. You may also need to print customer conversations and Referral History.

## Refusal of Employment - Supporting Evidence Required

224. Where the labour market question is Refusal of Employment, on clicking [Save] the system will check to see if a vacancy window is open. If, at the time of saving there is no vacancy detail window open, you will see the following message:

| |
|---|
| 'You have requested to save without a vacancy detail window open. If the Referral/Decision action relates to a current Jobcentre Plus vacancy then select 'No' and open the vacancy detail window before saving. Select 'Yes' if the action does not relate to |

| |
|---|
| a Jobcentre Plus vacancy. |
| [Yes] [No] |

225. If you select 'Yes', for example the customer has refused a speculative submission the DMA details will be saved.

226. If you select 'No', you will need to access the relevant vacancy details, see **Chapter F - Submissions and Referrals**.

227. If there is more than one 'Vacancy Detail' window open when the DMA action is saved, a vacancy list window will be displayed:

- If the labour market question relates to a Jobcentre Plus vacancy displayed on the list, highlight the appropriate vacancy, then click on [Select] to associate the appropriate vacancy to the DMA action.
- If the labour market question does not relate to a Jobcentre Plus vacancy and the vacancy list window is open, click on [None]. This will save the DMA details, but not link the DMA record with a vacancy.
- Where the labour market question relates to a Jobcentre Plus vacancy but this is not displayed on the list, click on [Close]. This will close the vacancy list, but not the DMA window. You may then open the appropriate 'Vacancy Detail' window before saving the DMA details.

228. Any vacancy details associated with an RE question can be viewed by clicking on [Vac] from the 'Referral/Decision Details' window.

## Refusing/Failing Jobseeker Direction - Supporting Evidence Required

229. If the labour market question is 'Refuse/Fail Jobseeker Direction' on clicking on [Save], the system will check to see if details are saved against an outstanding 'Jobseeker Direction'. If there are no outstanding directions held for the customer, you will see the message:

| |
|---|
| 'You cannot raise this Referral/Decision question as there are no outstanding Jobseeker directions for this client |
| [OK]' |

230. If there is more than one Jobseeker Direction recorded for the customer, a list will be displayed with the latest direction shown first. Highlight the correct direction then click on [Select]. This will automatically save the DMA details to the database and update the status of the associated direction to 'Awaiting Referral/Decision'. Clicking on [Close] will close the direction list, but will not save the DMA details.

## FTA Adviser Interview - Supporting Evidence Required

231. Where the labour market question is FTA - Adviser Int, on clicking [Save] the system will check to see if details are saved against an outstanding or fail to attend adviser interview.

232. If no outstanding or fail to attend interviews are held for the customer, you will see the following message:

| |
|---|
| 'You cannot raise this Referral/Decision question as there are no outstanding or fail to attend adviser interviews for this client |
| [OK]' |

233. Where there is one, or more, fail to attend interviews or outstanding interviews recorded for the customer; a list will be displayed with the latest interview shown first.

234. Highlight the appropriate interview and click on [Select]. This will automatically save the DMA details and associate the appropriate interview record. In addition, actions will be

added to the interview record depending on which fields were completed on ‘New Referral/Decision Details - Name’.

235. If the ‘Question’ field only is completed, a ‘FTA Adviser Interview Doubt’ action will be added to the Interview Record.

236. If both the ‘Question’ and ‘Referral Details’ fields are completed, an ‘FTA Adviser Interview Referral’ action will be added to the interview record in addition to ‘FTA Adviser Interview Doubt’ which will now also have a 'Yes' result and a result date set to the current date. Selecting [Close] will close the interview list, but will not save the DMA details, which will remain open.

237. When all other actions are completed, click on [Save] and you will get a message to say that details have been successfully saved.

238. If you try to close window ‘Referral/Decision Details’ before saving, you will get a warning message asking if you wish to save before closing.

### Failed to Attend JSA Doubt

239. LMS will link a doubt raised against a ‘Failed to Attend’ JSA question using a JSA/719S code to an FTA ‘d interview

240. Display the View Client Details screen if one referral or decision has been recorded click the [New] button on the View Referral Decision screen.

241. If more than one referral or decision has been recorded click the [New] button on the List of Referral/Decisions screen.

242. Click the Question hotspot, selecting the ‘failed to Attend’ question under the JSA branch will populate the AR Code drop-down with the JSA/719S

243. The AR Code drop-down will be non-amendable.

244. The Susp Start and End fields will be greyed-out

245. The Source field will display the existing values.

246. Save the existing prompt to link the doubt to an FTA’ Adviser Interview, LMS will display the following message

| |
|---|
| ‘Do you wish to link this referral/Decision question to an Outstanding or Fail to Attend Adviser Interview for this client |
| [Yes][No]’ |

247. Clicking [No] will close the prompt and save the doubt without linking to an interview.

248. Clicking [Yes] with no FTA interviews LMS will display the following message

| |
|---|
| ‘There are no outstanding or Fail to Attend Adviser Interviews for this client |
| [OK]’ |

249. Clicking [OK] closes the prompt and saves the doubt without linking to an interview.

250. Clicking [Yes] with one or more FTA’d interviews, LMS allows you to select from a list of FTA’d interviews

251. Clicking [Close] will close the prompt and return to the Referral / Decision Details screen without saving the doubt

252. Select from the list of FTA Interviews highlight an interview and click select to link the interview to the doubt

253. LMS will record a Failed to Attend Doubt’ and ‘Failed to Attend Referral action against the selected interview.

254. On successfully saving the doubt LMS will display the following message

| |
|---|
| ‘Referral /Decision Details have been successfully saved. |
| [OK]’ |

## Amending DMA Details

255. Only District Officers with cross site access level set will be able to amend DMA records for LPWFI questions, for clients in other offices in their district.

256. Amendment of individual fields will depend on which stage the DMA process is at. There are three possible stages where amendments can be made:

- Question of doubt recorded but not yet referred for a decision;
- Question of doubt and referral details recorded but decision outstanding; and
- Decision made but no reconsideration/appeal made.

257. To make any amendments, for example, to record the Invoice number, access the ‘View Client Details’ window. Click on [Decn] to open the ‘View Referral/Decision Details - Name’ window. If more than one labour market question is held, a window will open showing a list. Highlight the question you wish to amend, and then click on [Detail] to open the ‘View Referral/Decision Details - Name’ window. Click on [Amend], the window title will change to ‘Amend Referral/Decision Details - Name’ and the relevant fields it is possible to amend will turn white.

258. If you wish to alter the original labour market question, for example, Misconduct held as the current question and ES85 received which indicates Leaving Voluntarily, you will not be able to amend the ‘Question’ field. You must amend the ‘Ref To’ field to ‘N/A - Lifted’ and [Save] the details. Then click on [New] to record the new labour market question.

259. Once all the amendments have been made, click on [Save]. The following message will be displayed:

| |
|---|
| ‘Referral/Decision details have been successfully saved |
| [OK]’ |

260. Click on [OK] to acknowledge the message.

## Question of doubt recorded but not yet referred for a decision

261. Where a labour market question has been recorded but the ‘Ref to’ field is showing 'None Selected', the following amendments will be possible.

262. It will be possible to amend ‘Susp Start’ and ‘End’ depending on the question in doubt.

263. The date may be changed by either over typing or by clicking on the < and > buttons.

264. You may amend the ‘Ref to’ field. You cannot amend ‘Ref by/on’ by direct input. On selecting an option from the ‘Ref to’ field, these fields will be completed with the name of the person carrying out the action and today's date. You may add ‘Notes’ or amend existing ones.

## Question of doubt & referral details recorded but decision outstanding

265. Where a labour market question is recorded, but the ‘Decision’ field is still showing ‘None Selected’ or, before details have been saved, the following amendments can be made.

266. It will be possible to amend the ‘Ref to’ field. However, if the field entry is amended to ‘None Selected’, ‘N/A - Lifted’ or ‘N/A - Straightforward’ you will get the following message:

| |
|---|
| ‘Selecting this option will delete the referral and decision information. [Please note that a Referral Notification Letter has already been printed]. |
| Select ‘Yes’ to confirm this option or ‘No’ to abort.’ |

267. If you click on [Yes], the information in Referral Details and Decision Details sections of the window will be deleted. Clicking on [No] will restore the original ‘Ref to’ details.
268. You cannot amend the ‘Ref By/On’ fields by direct input. If the ‘Ref to’ field is amended to 'None Selected', the entries in these fields will be deleted.

## Recording a Decision

269. From the ‘View Client Details’ window, click on [Decn] to open the ‘View Referral/Decision Details - Name’ window. If more than one labour market question is held, the ‘List of Referrals/Decisions’ window will open. Highlight the one required, and then click on [Detail] to open the ‘View Referral/Decision Details - Name’ window.
270. Before entering the decision details, check that the option recorded in the ‘Ref To’ field is correct. If it is not, it must be amended before the decision details are input.
271. When you have checked the referral source in the ‘View Referral/Decision Details - Name’ window, click on [Amend]. Click on the ‘Decision’ field and select from the appropriate pull down options available.
272. If the decision option was ‘Disallowed’ or ‘Sanction Applies’, enter the period of disallowance/sanction in the ‘Period from’ and ‘Period to’ and ‘Date made’ fields by clicking on [<] and [>] arrows. You can also type in the dates directly.
273. The ‘Date Made’ field refers to the date the SDM made the decision. The date will be recorded on the decision notification and should be entered into the ‘Date Made’ field. If the ‘Date Made’ field holds a date, which is later than the date the SDM gave the decision, Speed of Process data will be inaccurate.
274. The ‘Made By’ field must be completed when the referral source of ‘Local Office’ has been used. The field is used to record the name of the officer who made the decision. To select the officer’s name, click on the down arrow to the right of the field and select the officer from the drop down list.
275. All determinations made in DMAS for all JSA codes will automatically appear in LMS. Any decision entered on DMAS and transferred to LMS by the auto update process will show ‘LM DMA USER’ in the ‘Made by’ field.
276. When the decision details have been entered, click on [Save]. Acknowledge the following confirmation message by clicking on [OK]:

| |
|---|
| ‘Referral/Decision details have been successfully saved |
| [OK]’ |

## Recording/Viewing a Basic Oral Explanation

277. To record a ‘Basic Oral Explanation’, access the ‘View Referral/Decisions Details’ window showing the decision details recorded against the referral.
278. Click on the [OExpl] button to open the ‘New Basic Oral Explanation’ window. Enter details in the ‘Basic oral explanation’ field (free text, up to 1000 characters). The ‘Date expl given’ field can be amended to a date earlier than the current date if required.
279. Click on [Save]. The following message will be given:

| |
|---|
| ‘Oral Explanation saved Successfully. |
| [OK]’ |

280. Click on [OK] to close the message, then [Hide] to return to the ‘View Referral/Decision’ window.
281. When more than one referral exists, clicking on the [Decn] button in the ‘View Client Details’ window opens the ‘List Of Referrals/Decisions’ window which contains a column ‘OExpl’ showing if an explanation has been recorded or not.

282. To view a 'Basic Oral Explanation', access the 'View Referral/Decision' window and click on [OExpl] to open the 'View Basic Oral Explanation' window in view mode.

### Printing a local Office Decision Letter

283. It will not be possible to print a Decision Notification Letter for decisions made by an WPSLP adviser. The action to print the notification letter should still be taken in order to generate the date in the 'LO Dec Letter' field.
284. Access the 'Referral/Decision Details' window see Creating new DMA details. Click on [Print]. A sub window will open giving the print options.
285. Click on 'LO Dec Letter' radio button and then on [Print], the following message will be displayed:

| |
|---|
| 'There is no print available from LMS. A clerical notification should be used |
| [OK]' |

286. Click on [OK], a date will be recorded in the 'LO Dec Letter' field and issue the clerical decision letter. For more information on issuing the decision see the Lone Parent Work Focused Interviews Guide, 'Chapter 8' for the issue of a decision notification and the Lone Parent Work Focused Interviews Guide, 'Chapter 9 for the issue of a reconsideration decision notification letter.

### Cancelled Cases Returned by SDM

287. If a DMA referral is returned by the SDM as cancelled, the original referral must be cancelled on LMS.
288. Access the 'View Client Details' window. Click on [Decn] to open the 'View Referral/Decision Details - Name' window. If more than one labour market question is held, a window will open showing a list. Highlight the question you wish to amend, and then click on [Detail] to open the 'View Referral/Decision Details - Name' window. Click on [Amend], the window title will change to 'Amend Referral/Decision Details - Name' and the relevant fields it is possible to amend will turn white.
289. Click on the 'Decision' pull down and select 'Cancelled', the following message will then appear:

| |
|---|
| 'Selecting this option will cancel the decision making process, and protect the referral and decision data held. Select OK to confirm this option or Cancel to abort the change |
| [OK] [Cancel] |

290. Click on [OK].
291. Click on the 'Date Made' field and input the date the cancelled decision was made, and then click on [Save]. The following message will then appear:

| |
|---|
| 'Referral/Decision details have been successfully saved |
| [OK]' |

292. The original referral will then be retained on LMS for future reference.

### Decision Recorded but no Reconsideration/Appeal made

293. A 'Decision' can only be amended by clicking on [Amend] from the 'View Referral/Decision Details - Name' window, where no reconsideration or appeal has been made. If you amend it to 'None Selected', you will get the following message:

| |
|---|
| 'Selecting this option will delete the decision information. Select YES to confirm this option or NO to abort the change |
| [Yes] [No] |

294. Clicking on [Yes] will cause all data held in the Decision Details fields to be deleted and all fields within Decision Details will become protected. Clicking on [No] will restore the 'Decision' to its original entry.
295. If the 'Decision' is amended from 'Disallowed' or 'Sanction Applies' to any other decision, the 'Period From' and 'Period To' fields will be deleted and protected from further input.
296. It will not be possible to amend the 'Date Made' to one later than the current date, or earlier than the 'Ref On' date. The 'Period From' and 'Period To' fields can only be amended if the 'Decision' is either 'Sanction Applies' or 'Disallowed'. [Notes] may be added or existing ones amended.
297. Click on [Save] and a message will inform you if details are saved successfully. If the original labour market doubt was recorded during an adviser interview, interview records will be updated if appropriate.
298. All records originating from DMAS (ie by the auto-update process) will have 'LM DMA USER' in the 'Made By' field. You will not be able to [Amend] the decision details for these records. This can only be done by the Decision Maker via DMAS.

## Recording Appeals and Reconsiderations

299. Access the 'View Referral/Decision Details - Name' window from the Customer Record - see 'Creating new DMA details' for information. Click on [Rec/App] to open the 'New Rec/App Details' window.
300. Click on one of the radio buttons in 'Type' to set either Reconsideration or Appeal. Selecting one of these options is mandatory and will complete the 'Ref By' and 'On' fields with your officer details and the current date.
301. An 'Invoice No' is optional at this stage. The DMA subs officer all other fields are protected at this point may enter it at a later stage, for example.
302. The 'Ref No' field will show the 3 part reference id comprising Client Id, Referral Id and Rec/App Id.
303. The 'Ref by' and 'On' fields will automatically default to your officer details and the current date. Click on [Save] and acknowledge the following confirmation message by clicking on [OK]:

| |
|---|
| 'Reconsideration/Appeal Details have been successfully saved |
| [OK]' |

304. Any Reconsideration/Appeals originating from DMAS (ie by the auto-update process) will show 'LM DMA USER' in the 'Ref by' field. The [Amend] and [Print] buttons for these records will be disabled.
305. Click on [Print] to open the Print Options window. You will be given the option to print the Referral Form and the Referral Notification Letter (ES48R). All reconsideration and appeal cases must be referred to the SDM or the DMA Regional Team as appropriate, with the exception of referrals, which result from failing to attend or failing to participate in a Work Focused Interview.
306. You must not print DMA referral forms or customer notifications for any DMA action resulting from a Lone Parent WFI.
307. Once reconsideration or appeal information is held, the information will be stored in the [Rec/App] button on the 'View Referral/Decision Details - Name' window. The 'List of Referrals/Decisions - Name' window will also display 'Yes' in the Rec/App column to indicate that this information is held. The Oexpl column will show 'Yes' if there are any oral explanations for either the referral or reconsideration/appeals.
308. If a decision is input on DMAS, the 'Made by' field in the 'View Referral/Decision Details - Name' window will show 'LM DMA USER'.

## Amending Reconsideration/Appeal Details

309. When reconsideration/appeal information held needs amending, access the 'View Referral/Decision Details - Name' window. Accessing the Customer Record does this; see **Searching for Customer Records** within **Chapter H – Customer Functions, Part 1**. Then click on [Decn]. If the 'List of Referrals/Decisions - Name' window is displayed, highlight the labour market question that you wish to amend, and then click on [Details].
310. The 'View Referral/Decision Details - Name' window will now open. Click on [Rec/App] to open the 'View Rec/App Details' window.
311. Click on [Amend] and all fields it is possible to amend will turn white. Once the necessary amendments have been made, click on [Save].
312. Recording a reconsideration or an appeal outcome
313. Access the 'View Referral/Decision Details - Name' window of the question to be updated, as above. Click on [Rec/App] to open the 'View Rec/App Details' window.
314. Click on [Amend] and select one of the following options from the list in the 'Decision' pull down:

- Favourable Allowed;
- Favourable Disalwd;
- Not Changed;
- Withdrawn;
- Cancelled;
- Unfavourable;
- Superseded;
- Struck out; or
- Reserved.

315. If you choose the options 'Unfavourable' or 'Superseded', the status of any associated Jobseeker Direction will not be automatically updated.
316. Enter the 'Period from ', 'Period to' and 'Date made', if the decision option is 'Favourable Disalwd', by clicking on the < and > arrows. You can also type in the dates directly.
317. If the 'Question' has changed, click on the [Question] hotspot to open the 'Question' list browser window. Find the relevant question from the list of subcategories and then highlight the new question and click on [Slect]. The 'AR Code' will automatically change to the new question type. Click on [Save] and acknowledge the confirmation message.

## Recording an Appeal against a Reconsideration

318. Access the customer record, see **Searching for Customer Records** within **Chapter H – Customer Functions, Part 1**, then click on [Decn]:

- If there is more than one question held, the 'List of Referrals/Decisions - Name' window will be displayed. Highlight the question that you wish to record the appeal against, and then click on [Details]. The 'View Referral/Decision Details - Name' window will open;
- If only one question is held the 'View Referral/Decision Details - Name' window will open.

319. Click on [Rec/App] to open the 'View Rec/App Details' window, and then click on [New]. Select 'Appeal' from the radio buttons in 'Type'.
320. You should complete the 'Invoice No' field. The 'Ref by' and 'On' fields will automatically default to your officer details and the current date. Click on [Save], the following message will be displayed:

| |
|---|
| 'Referral/Decision Reconsideration/Appeal Details have been successfully saved |

| [OK]' |
|---|

321. Click on [OK].
322. All reconsideration and appeal cases must be referred to the SDM DRT with the exception of referrals as a result of failing to attend or failing to participate in Work Focused Interviews. Click on [Print] on the 'View Rec/App Details' window to open the 'Print Options' sub window. The options 'Referral Form' and 'Referral Notification Letter' will be displayed. Both documents need to be printed, click on one of the radio buttons, and then click on [Print]. Once the document has been printed successfully, the 'Print Options' sub window will re-appear. Repeat the process by selecting the other radio button and printing. Click on [Close] to return to the 'View Rec/App Details' window.
323. You must not print any DMA referral forms or customer notifications for any DMA action resulting from a Lone Parent WFI.
324. Once reconsideration or appeal information is held, the information will be stored in the [Rec/App] button on the 'View Referral/Decision Details - Name' window. The 'List of Referrals/Decisions - Name' window will also display 'Yes' in the Rec/App column to indicate that this information is held.

## Caseloads

325. The caseload function has been developed on LMS to give specialist teams or officers a quick and efficient way of accessing and maintaining jobseeker details when working on caseloads for the following:

- Matching;
- Disability Employment Adviser (DEA); and

326. It is essential that your Office Manager is aware of any caseloads being run in the office and a process is developed to:

- Prevent jobseeker records being duplicated on more than one caseload;
- Track results and outcomes of jobseeker submissions; and
- Delete jobseeker records from caseloads when they are no longer active or appropriate.

327. Caseloads can only be created or amended by the officer who '**Owns**' the caseload, or by users who are part of the team, which '**Owns**' the caseload. However, it is possible to view other teams or officer's caseloads.
328. District Officers with cross site access level set, can view and amend, transfer or delete caseloads for any office/officer within their district, by accessing the 'Officer Details' window, 'District Officers' will have the same role of 'Managers/Team Leaders' when using the caseload functionality.

### Viewing Caseload Details

329. Accessing existing caseload information may be done from the [Caseld] icon, which will only display your individual officer caseloads, or from the [Mgmt] icon. Access from the [Mgmt] icon allows access to your team caseloads, and also allows access to view other officer/team caseloads.
330. To access your individual officer caseload details, click on the [Caseld] icon.
331. To access Team/Officer caseload details, click on the [Mgmt] icon. Select 'Officer' or 'Team' from the options and access 'View Officer Details' or 'View Team Details' windows; see **Chapter I – Management Functions** for further details. From either window, click on [Case].
332. Whether you have accessed the caseload details from the [Caseld] or [Mgmt] icon, the results will be the same:

333. If no caseload details are currently held, the following message will be displayed:

| |
|---|
| 'There are no Caseloads set up for this team/officer. Do you wish to create one? |
| [Yes] [No] |

334. If one, or more, caseloads are held, the 'Caseloads for Officer' or 'Caseloads for Team' window will open.
335. To view the details of a caseload, highlight the appropriate entry on the 'Caseloads for Officer' or 'Caseloads for Team' list and click on [Detail].
336. If the caseload does not hold any Jobseeker details, you will be presented with the message:

| |
|---|
| 'There are no clients in this caseload |
| [OK]' |

337. If Jobseeker records are held on the caseload, the 'View Caseload Details' window will appear showing basic details of the Jobseekers within the caseload in a list format. To view more information about a Jobseeker, highlight the relevant entry on the 'View Caseload Details' list window and click on [Client]. This will open the 'View Client Details' window showing full details of the customer record.
338. To search the caseload for particular Jobseekers using specific search criteria click on [Srch] on the 'View Caseload Details' window, a window entitled 'Caseload Search' will then appear. The fields in the 'Caseload Search' window should be completed as follows:

- **Pref Hours -** Defaults to n/a. Select 'Full Time' to identify jobseekers where the 'Pref Hours' field on the customer record has been set to 'F/T', 'Part Time' will identify jobseekers where the field has been set to 'P/T' and 'n/a' will identify Jobseekers regardless of which preference has been recorded;
- **SOC -** These fields allow you to search for Jobseekers looking for work within a specific SOC or ranges of SOCs.
- To search for Jobseekers with a specific SOC, click on the [SOC] hotspot to open the 'SOC Search' window. Select 'SOC Code' from the drop down list at the bottom of the window. Input the number in the 'Find' field; click on [Find] then [Slect]. The system will transfer the same number into the 'To' field.
- To search for Jobseekers with a SOC range, click on the [SOC] hotspot to the left of the 'From' field to open the 'SOC Search' window. Select 'SOC Code' from the drop down list at the bottom of the window. Input the number in the 'Find' field, click on [Find] the [Slect]. To select the end of the range, click on the [SOC] hotspot to the left of the 'To' field and follow the procedure outlined above.
- If the SOC is not known, click the [SOC] hotspot to open the SOC Search window, for further information refer to **SOC Search** within **Chapter L – LMS Searches**;
- **Shift Work, Night Work, Temp Work -** Click on the relevant toggle box to indicate 'Yes' or 'No' if you wish to identify Jobseekers who require work of this nature;
- **Age -**Allows input of age range. Enter the start of the age group in this field;
- **To -** Enter the oldest age of the group in this field;
- **DP -** If required select 'Yes' from the options available;
- **Postcode -** To identify customer records where the jobseeker lives in a particular area, enter part or full details of the required postal area/code in this field.

339. Once you have entered your search criteria click on [Srch]. LMS will search the whole caseload for customer records, which match the search criteria, regardless of the Jobseeker's attending office.
340. If no customer records are found which match your search criteria, the following message will appear:

| |
|---|
| 'No Clients found matching the criteria entered |

| [OK]' |
|---|

341. If one-customer record matches the criteria entered the 'View Client Details' window will appear.
342. If more than one customer record is found matching the criteria input the 'Client List for Caseload Search' window will appear. To view the customer record for a particular jobseeker, highlight the appropriate entry on the list then click on [Detail], the 'View Client Details' window for the Jobseeker will then appear.
343. The 'View Caseload Details' window and the 'Client List for Caseload Search' window have a [Print] button. Clicking this button without highlighting any rows will print the entire list. To print selected rows only, click the 'P' checkbox at the side of the relevant rows then [Print].

## Creating Caseload

344. Before a new caseload is created, check the details already held. For information on how to access current details, see Viewing caseload details.
345. If a caseload is to be created, you can either:
- Click on [Yes] in the system message when you have searched for caseload details; or
- Access the 'Caseloads for Officer' or 'Caseloads for Team' window, and click on [New].

346. The 'Caseloads for (Officer Name)' window will open, displaying a list of caseloads that the Officer owns, plus any caseloads that are owned by the team, that the officer is a member.
347. From this window it is possible to view the details of a particular caseload, display the 'View Caseload Details' window (by selecting a caseload), create a new caseload, transfer a caseload to another office or delete a caseload.
348. On selecting a caseload, you will be presented with the 'View Caseloads Detail'. From here you will be able to record the customers associated with a particular caseload via [Add] or [Srch].
349. By the use of [Client], you will be able to amend the caseload details, keep the caseload for future reference/action, remove the caseload, re-queue the caseload and view the associated customer details.
350. The 'Active' option indicates whether the customer is active by being set to 'Yes', or inactive by being set to 'No'.
351. You will be able to record a free text entry in the 'Name' field to personalise the caseload. When the name has been entered, you may add jobseekers to the caseload, see; Adding a jobseeker record to a caseload or Adding multiple jobseeker records to a caseload.
352. You will be able to amend the caseload details, create a caseload or delete a caseload at any time.
353. You must select a caseload type option from the drop-down list from 'Csld Type'. The options available from the drop-down list are;
- None Selected;
- DEA Standard;
- Job Broking Standard;
- JSA Matching;
- Misc;

(Note: from 29/08/2011 caseloads previously held as an ND caseload type (other than NDLP) have been converted to the 'Misc' caseload type.);

- WPS Caseload;
- WPS Tracking;
- WPS Training;
- Non-JSA Matching;
- WFI Standard;
- More Frequent Attendance;
- ESA Stock Transition;
- ESA Flow Transition (This group includes cases from the main IB Reassessment process);
- IB Reassessment Trial.

354. Should you try and select a caseload without selecting a caseload type, you will be presented with a ‘Caseload Type not entered’ prompt

355. All caseloads created prior to 4th October 2004, will hold a default ‘Csld Type’ of ‘None Selected’. A one off purge’ 6 months after the implementation of LMS Release 20 will remove caseloads with a caseload type of ‘None Selected.

356. If you display an existing caseload with a caseload type of ‘None Selected’ via the ‘Caseld’ icon, you will be presented with the ‘Caseload Type not entered’ prompt and forced to select a caseload type before being allowed to continue with the interview.

357. The caseload type will be displayed in the ‘Type’ column on the ‘Caseloads for (Officer Name)’ window.

358. Once all required details have been entered, click on [Save]. The following message will be displayed:

| |
|---|
| ‘Caseload has been saved |
| [OK]’ |

359. Click on [OK] to store all the caseload details.

### View Caseloads a Customer Belongs To

360. In the ‘View Client Details’ window click on the [Case] button to open the ‘Caseloads for Client’ window. This will display a list of caseloads a customer is part of. If the customer is not part of a caseload a message will be received asking if you wish to add them to one.

### Adding a Jobseeker Record to a Caseload

361. To add a Jobseeker record to your individual caseload, access the caseload details via the [Caseld] icon. To add to your team caseload, access the details via the [Mgmt] icon. In both cases the ‘View Caseload Details’ windows must be accessed, see Viewing caseload details for details of both options.

362. To retrieve and add the relevant customer record to the caseload, click on [Amnd] and then click on [Add]. This will open the ‘Identify Client’ window. If you know the National Insurance number or Customer Reference Number of the Jobseeker to be added to the caseload, enter it in the ‘NINo/RefNo’ field.

363. If the NINo or RefNo are not available, you should complete the ‘Surname’ and ‘Date of Birth’ field. It is important to use accurate and specific details to search for individual jobseekers. For example, if you use ‘Surname’ only to search, a popular surname such as ‘Smith’ or ‘Jones’ may produce several jobseekers all of which will automatically be added to your caseload. For details of input options for this window, see **Identifying Customers** within **Chapter H – Customer Functions, Part 1**.

364. When the details have been entered, click on [Srch]. The jobseeker(s) matching the details will automatically be added to your caseload.

365. You can remove any unwanted customer records, resulting from the search that has been added to the caseload. Highlight the customer record you wish to remove, and click on [Rem]. A message will appear saying:

| |
|---|
| 'Are you sure you want to remove client from caseload? |
| [Yes] [No] |

366. Click on [Yes] to remove the customer record.
367. Caseloads should contain no more than 200 customer records. Once a caseload reaches this figure, you will find that you are unable to access records beyond the 200-point.
368. When you have obtained the relevant customer records for the caseload, click on [Save]. The following message will appear:

| |
|---|
| 'Caseload has been saved |
| [OK]' |

369. Click on [OK] to store all the caseload details.

## Adding Multiple Jobseeker Records to a Caseload

370. In some circumstances, specific groups of jobseekers are required for a caseload. It is possible to search for, and add groups of jobseekers onto caseloads.
371. To add multiple Jobseekers to your individual caseload, access the caseload details via the [Caseld] icon. To add to your team caseload, access the details via the [Mgmt] icon. In both cases the 'View Caseload Details' windows must be accessed - for details of both options – see Viewing caseload details.
372. To conduct searches and obtain the customer records for specific groups of Jobseekers, click on [Amnd]. Then click on [Add] to open the 'Identify Client' window. Click on [Wider] to open the 'Client Search' window. For details on completion of the fields, see **Wider Customer Record Search** within **Chapter H – Customer Functions, Part 1**.
373. The 'Client Search' could be used when creating the following caseload example:
374. A search that may be used by the DEA or 'nominated officer' when creating a caseload of DP Jobseekers who have been out of work over 6 months - enter the search criteria of 'DP' status 'Yes' and 'Cln Group' field option '6 months'; or
375. When the search criteria have been entered, click on [Srch]. All the customer records identified from the search will be added to the 'Amend Caseload Details' window, in alphabetical order. To remove any customer records, highlight the entry in the list and click on [Rem].
376. Once the required details are held, click on [Save] to store the changes. The following message will be displayed:

| |
|---|
| 'Caseload has been saved |
| [OK]' |

377. Click on [OK] to confirm and store the caseload details.

## Removing Jobseeker Record from a Caseload

378. You should always maintain your caseload by removing jobseekers who:
- Are no longer active in their jobsearch;
- Have reached the end of their agreed time on the caseload; or
- Have been placed into jobs by other means.

379. To remove Jobseekers from your individual caseload, access the caseload details via the [Caseld] icon. To remove jobseekers from your team caseload, access the details

via the [Mgmt] icon. In both cases the ‘View Caseload Details’ windows must be accessed - for details of both options – see Viewing caseload details.

380. Click on [Amnd]. Highlight the customer record you wish to remove and click on [Rem]. A message will be displayed:

| |
|---|
| ‘Are you sure you wish to remove client from caseload? |
| [Yes] [No]’ |

381. Click on [Yes] to confirm the removal, or [No] to abandon the transaction.

382. Save the changes by clicking on [Save], the following message will confirm the amendments have been saved:

| |
|---|
| ‘Caseload has been saved |
| [OK]’ |

383. Click on [OK] and [Close] the caseload windows.

## Amending Caseload

384. To amend caseload details, access the ‘View Caseload Details’ window - see Viewing caseload details. Click on [Amnd].

385. The ‘Name’ field will turn white, indicating that amendments to the title of the caseload can be made. You should only change the name of a caseload if the present one does not reflect the type of Jobseekers on that caseload, or if you are transferring it to another team or officer. See ‘Transfer Jobseeker Records to another caseload’ below for further information. To amend the name of the caseload, click in the ‘Name’ field and amend the title by over typing.

386. The [Add] and [Rem] buttons will also become active. To add a jobseeker (s) to the caseload see Adding a jobseeker record to a caseload or Adding multiple jobseeker records to a caseload. To remove a Jobseeker from the caseload - see Removing a Jobseeker Record from Caseload.

387. When all amendments have been made, click on [Save]. The following message will be displayed:

| |
|---|
| ‘Caseload has been saved |
| [OK]’ |

388. Click on [OK] to confirm the changes.

## Transferring Jobseeker Records to another Caseload

389. There may be some occasions when you may wish to transfer a jobseeker to another caseload. For example, if you set up a customer on the wrong caseload by mistake. However, if another officer or team owns the new caseload, you must contact the relevant officer or team for approval before transferring details.

390. To notify another officer, or team, of a caseload referral, send a WorkFlow action. This should include the ‘Client Details’ window and any relevant information to support the referral. For details on WorkFlows, see **'Chapter K'**.

391. Only when the officer/team agrees to the proposals, should you transfer the Jobseeker details to another officer/team.

392. To transfer Jobseeker details to another caseload, access the ‘Caseloads for (officer/team)’ window - see Viewing Caseload Details. Highlight the caseload from which records are to be transferred, then click on [Tran].

393. The ‘Transfer Caseload for Officer/Team (officer/team name)’ window will open. This window lists all Jobseekers currently on the selected caseload.

394. Highlight the Jobseeker you wish to transfer and click on [Slct]. The Status column on the right hand side of the window will change from ‘Not Selected’ to ‘Selected’ for that

Jobseeker.  Repeat this process until you have selected all the jobseekers you wish to transfer.

395. If you wish to transfer all the jobseeker records on the caseload, click on [SelAll].

396. To select the officer/team that the details are to be transferred to, click on the ‘Officer’ or ‘Team’ radio buttons in the ‘Transfer to’ field.  Click on the [Select] button, which will open the ‘Officer Search’ or ‘Team Search’ window, dependant on which option was selected.

397. If you wish to transfer the jobseeker(s) to a team in another office within your district, you must obtain their approval before any details are transferred.  After approval has been received, select the required office from the ‘Office’ field in the ‘Officer Search’ or ‘Team Search’ window - see **Chapter L, ‘LMS Searches’**.

398. If the name of the officer or team, as held on LMS, is known **-** enter the details in the ‘Name’ field and click on [Srch].  If the details are not known, or those input were not recognised, leave the ‘Name’ field blank and click on [Srch].  The ‘Officer List’ or ‘Team List’ window will open, displaying the names of officers/teams held for the selected office.

399. Highlight the relevant name from the list, and click on [Slct].  The ‘Transfer Caseload for (Officer or Team Name)’ window will be redisplayed showing the selected officer/team name in the ‘Name’ field.

400. If the selected officer/team already has some caseloads, a ‘Caseloads’ field will appear at the bottom of the window. Only one caseload title will be displayed.  To view the whole list, click on the pull down.  Select the name of the caseload you wish to transfer your Jobseekers details to.  If there is no suitable caseload, select 'New' from the pull down options.  In agreement with the officer/team, decide on a title for the new caseload.  Enter this in the ‘Name’ field.

401. If the selected officer/team currently has no caseloads in operation the following message will be displayed:

| |
|---|
| ‘There are no caseloads for this officer/team |
| [OK]’ |

402. Click on [OK], a ‘Caseloads’ field will then appear at the bottom of the window.  The only option available will be ‘New’ as you will need to set up a new caseload in agreement with the officer/team.  Once the name of the new caseload has been agreed, enter it in the ‘Name’ field.

403. When the caseload details have been selected or created, click on [Tran].  A transfer confirmation message will be displayed.  If one, or a selection, of jobseekers are to be transferred the following message will be displayed:

| |
|---|
| ‘(Number) client(s) successfully transferred |
| [OK]’ |

404. If all the jobseekers are to be transferred, the following message will be displayed:

| |
|---|
| ‘All clients successfully transferred |
| [OK]’ |

405. Click on [OK] and [Close] the caseload windows.

## Deleting Caseload

406. You may wish to delete a caseload record if you have duplicated or finished with a caseload.  This will delete the whole caseload from the system.  If you wish to delete a jobseeker from a caseload use the ‘Remove Client’ function, see Removing Jobseeker record from a Caseload.

407. To delete the caseload, access the ‘Caseloads for (Officer/Team)’ window, see Viewing caseload details.  Highlight the caseload you wish to delete and click on the [Del] button.  The following message will be displayed:

| ‘Are you sure you want to delete this caseload? |
| --- |
| [Yes] [No]’ |

408. Always double check that you have selected the correct caseload, as once you have selected [Yes] the caseload will be deleted immediately. Click on [Yes] to confirm you wish to delete the caseload or [No] to abandon the transaction.

## Joint Claim Details

409. On creating a customer record with an Employment Status of ‘Unemployed Claiming JSA, Under 6 Months’ or ‘Unemployed Claiming JSA, Over 6 Months’ or on amending the employment status to ‘Unemployed Claiming JSA, Under 6 Months’ the following message will be displayed:

| ‘You must determine whether or not the client is in a joint claim before continuing. Is this a joint claim? |
| --- |
| [Yes] [No]’ |

410. If the customer is not part of a Joint Claim, click [No] to the prompt message, the [Joint Claim] hotspot will be displayed and [No] will be displayed in the field to the right of the hotspot. If the customer is part of a joint claim, click on [Yes] to the prompt message and the ‘View Joint Claim Details’ window will be displayed.

411. The action to create a joint claim can be taken at any time for existing customers with an employment status of ‘Unemployed Claiming JSA, Under 6 Months’ or ‘Unemployed Claiming JSA, Over 6 Months’. However, it will not be possible to create a Joint Claim if both customer records are open (being viewed, amended etc) at the time of creating the joint claim.

412. For the purpose of explaining joint claim functionality, the two jobseekers are referred to as ‘Jobseeker 1’ and ‘Jobseeker 2’, where:

- Jobseeker 1 - Is the Jobseeker whose customer record the Joint Claim windows are accessed from; and
- Jobseeker 2 - Is the Jobseeker whose customer record is to be used to create the Joint Claim.

### Viewing Joint Claim Details

413. To view the Joint Claim details held on a customer record access the ‘Client Details’ window and click on the [Joint Claim] hotspot. This will display the ‘View Joint Claim Detail’ window. The window is split into two columns, the left side of the window will display the following details for the customer record you have just accessed (jobseeker 1):

- NINo/RefNo 1;
- Forename;
- Surname; and
- Age.

414. Three other fields will also be displayed:

- **Joint Claim -** Defaults to ‘Not applicable’ but will update to show the customers Joint Claim status when a Joint Claim has been made;
- **Status Date** - Will default to today’s date and will automatically be updated whenever the Joint Claim status is amended; and
- **Joint Claim Start Date -** This will default to today’s date, once a Joint Claim has been created it will show the date the Joint Claim marker was set.
- The right side of the window will display the details for Jobseeker 2 and contains the same fields as for jobseeker 1. Until a joint claim is established the fields on the Jobseeker 2 side of the screen will appear blank.

- [**Hist**] - Clicking on the hotspot in the left side of the window will produce a list of Jobseekers that Jobseeker 1 has been in a Joint Claim with. Clicking on the hotspot in the right side of the window will produce a list of Jobseekers that jobseeker 2 has been in a Joint Claim with.

415. The Joint Claim history for one Jobseeker must not be displayed or discussed with the other member of the Joint Claim.

416. Where there is no joint claim history for either Jobseeker the following message will be displayed:

| |
|---|
| 'No Joint Claim History Exists for this jobseeker. |
| [OK]' |

417. Click on [OK] to return to the 'View Joint Claim Detail' window.

418. **Details/Search** - If a joint claim has been created this hotspot will appear, as 'Details' and clicking on the hotspot will display the 'Client Details' window for jobseeker 2. If a Joint Claim has not been created the hotspot will appear as 'Search', clicking on the hotspot will produce the 'Identify Client' search window.

**Validation of setting of a Lone Parent**

419. If you display a customer with a Joint status other than 'No' when you click the [Amend] button and select 'Lone' from the parent drop-down, LMS will display the following message

| |
|---|
| 'The customer is in a Joint claim so cannot be recorded as a lone parent |
| [OK]' |

Click [OK] to clear the message and the Parent field will return to its previous value

## Creating a Joint Claim

420. Joint Claims are created in the 'Create Joint Claim Details' window. This window can be accessed by:

421. Clicking on [Yes] to the joint claim prompt message to display the 'View Joint Claim Details' window and then click on [New]; or

422. Clicking on the [Joint Claim] hotspot in the 'Client Details' window to produce the 'View Joint Claim Details' window and then clicking on [New].

423. The customer details for Jobseeker 1 will be displayed in the left side of the window. The fields in the right side will be blank until the claim details for Jobseeker 2 have been accessed and the joint claim successfully established.

424. Before a joint claim can be created you will need to find or create the customer record for Jobseeker 2. You can check if any other Jobseekers records have been associated with Jobseeker 1 by clicking on the [Hist] hotspot next to Jobseeker 1 NINo/RefNo field. If Jobseeker 1 has previously been in a Joint Claim the 'Joint Claim History' window will be displayed, containing the name(s) and NINo/RefNo(s) of the previous jobseeker(s) that Jobseeker 1 has been linked with. If the details of Jobseeker 2 are displayed make a note of NINo/RefNo. Click on [Close] to return to the 'Create Joint Claim' window.

425. From the 'Joint Claim' window click on the 'Search' hotspot, this will open the 'Identify Client' window and search for the customer record for Jobseeker 2. For more information on how to search for a customer record see **Identifying Customers** within **Chapter H – Customer Functions, Part 1**. If no client record exists for Jobseeker 2, create a new customer record as per **Creating Basic Customer Record** within **Chapter H – Customer Functions, Part 1**.

426. The Joint Claim prompt message will not be displayed when a customer record is created via the 'Create Joint Claim' window.

427. If the LMS customer record for Jobseeker 2 holds an employment status of ‘Unemployed Claiming JSA, Under 6 Months’ or ‘Unemployed Claiming JSA, Over 6 Months’ the [Joint Claim] hotspot will be replaced with a [Link Claim] hotspot, the ‘Joint Claim’ marker will be displayed as ‘No’.

428. To create the Joint Claim, click on the [Link Claim] hotspot on the customer record for Jobseeker 2. The ‘Create Joint Claim Details’ window will be displayed. If the two claims have been linked successfully the following message will be displayed:

| ‘Joint Claim inserted successfully |
| --- |
| [OK]’ |

429. Click on [OK], the details for Jobseeker 1 will be displayed on the left side of the ‘View Joint Claim Details’ window and the details for Jobseeker 2 will be displayed on the right. Both ‘Joint Claim’ fields will show as ‘Yes’ and the ‘Status Date’ and ‘Joint Claim Start Date’ fields will show today’s date.

430. The [Search] hotspot will be replaced with the [Details] hotspot, which can be used to access the customer record for jobseeker 2 without having to perform a customer search. The field to right of the [Joint Claim] hotspot on the ‘Client Details’ windows of both Jobseeker 1 and Jobseeker 2 will show ‘Yes’ to indicate that each customer is part of a joint claim.

431. If the two customer records cannot be linked the following message will be displayed:

| ‘This jobseeker cannot be linked with the other jobseeker - please check that their current Joint Claim status or their employment status does not invalidate this Joint Claim. |
| --- |
| [OK]’ |

432. Click on [OK] and check that the customer record for Jobseeker 2 holds an employment status of either ‘Unemployed Claiming JSA, Under 6 Months’ or ‘Unemployed Claiming JSA, Over 6 Months’ and that the ‘Joint Claim’ marker is set to ‘No’ for both customer records. To amend the Joint Claim details see Amending Joint Claim Details.

433. When the Joint Claim has been created click on [Save] on the ‘Create Joint Claim Details’ window. LMS will validate the link, if the link cannot be saved due to Jobseeker 1 and Jobseeker 2 being the same person the following message will be displayed.

| You are attempting to link with the same client for this Joint Claim. Please reselect. |
| --- |
| [OK]’ |

434. Click on [OK] and select the correct customer record for Jobseeker 2 as per Amending Joint Claim Details.

435. When the Joint Claim has been created click on [Save] on the ‘Create Joint Claim Details’ window. LMS will validate the link, if the link cannot be saved due to the age of the Jobseeker(s) the following message will be displayed:

| Joint Claim not does not appear to be valid. Please check dates of birth. |
| --- |
| [OK]’ |

436. Click on [OK] and search for the correct customer record. If you have the correct customer records for both Jobseeker 1 and Jobseeker 2 details and a joint claim cannot be created click on [Close] on the ‘Create Joint Claim Details’ window to return to the ‘Client Details’ window. Check that the couple meet the Joint Claim criteria as described in the JSA New Jobseekers Interviews Guide.

437. If you click on [Save] within the ‘Create Joint Claim Details’ window before the joint claim has been created the following message will be displayed:

| ‘You must link another jobseeker to this one before saving the Joint Claim Marker. |
| --- |
| [OK]’ |

438. Click on [OK] and create the Joint Claim.

439. If you click on [Close] before clicking on [Save] the following message will be displayed:

| |
|---|
| 'Are you sure you want to close before saving? |
| [Yes] [No]' |

440. Click on [Yes] and the 'Create Joint Claim Details' window will close, leaving the customer record with the 'Joint Claim' field set to 'No'. Click on [No] to return to the 'Create Joint Claim Details' window.

## Amending Joint Claim Details

441. To amend the Joint Claim details, access the customer record for Jobseeker 1 and click on the [Joint Claim] hotspot, the 'View Joint Claim Details' window will be displayed. Click on [Amnd] and the window will change to become the 'Amend Joint Claim Details' window. It will be possible to amend the 'Joint Claim' field for either Jobseeker 1 or Jobseeker 2 and the 'Joint Claim Start Date' field.

### Amending Joint Claim Field

442. Access the 'View Joint Claim Details' window and click on [Amnd]. Click on the down arrow to the right of the 'Joint Claim' field and select one of the following options:

- No; (Selecting this option will end the Joint Claim, see Ending a Joint Claim);
- Yes;
- Yes - Exemption Applied For;
- Yes - Exemption Not Granted; and
- Yes - Exempt. (Selecting this option will prevent Restart Interview prompts being generated for jobseeker 1 and will automatically update the record for jobseeker 2 to show 'Yes - Partner exempt'.)

443. Not all of the options will be displayed at all times.

444. Click on [Save], the 'Joint Claim' field on the 'View Client Detail (name)' window will automatically update to the new value.

445. For further information on amending the 'Joint Claim' field see JSA New Jobseekers Interviews Guide.

### Amending Joint Claim Start Date

446. The 'Joint Claim Start Date' field will show the date Joint Claim was created. The 'Joint Claim Start Date' field can be amended to record a date between the date when a previous Joint Claim ended and today's date.

447. Access the 'View Joint Claim Details' window and click on [Amnd]. The Joint Claim start date can be amended using the left or right chevrons or by typing the new date directly into the field. If you input a date in the future the following message will be displayed:

| |
|---|
| 'Joint Claim Start Date entered is invalid. |
| [OK]' |

448. Click on [OK] and enter the correct date.

## Ending a Joint Claim

449. It is possible to end a Joint Claim, by:

- Selecting a joint claim status of 'NO' in the 'Joint Claim' field of the 'Joint Claim' window; or
- Changing the employment status (manually or by the system) to 'Employed', 'Unemployed not claiming JSA' or 'Not Known'.

450. To end the Joint Claim, select ‘NO’ in the ‘Joint Claim’ field for the Jobseeker whose action ended the Joint Claim. Access the ‘View Joint Claim Details’ window and click on [Amnd]. Select ‘No’ from the ‘Joint Claim’ drop down list. A pop-up window will be displayed. Click on the drop down arrow and select the reason for the Joint Claim ending. For a list of the reasons for ending a Joint Claim see Appendix 2 – Reasons for ending a Joint Claim.

451. Click on [Select], the pop-up window will close and both the ‘Joint Claim’ fields in the ‘Amend Joint Claim Details’ window will change to ‘No’. The reason for the Joint Claim ending will be displayed as ‘See other JC record’ on the customer record for other member of the Joint Claim. The reason a Joint Claim ended can only be viewed in the ‘Joint Claim History’ window see Joint Claim History.

452. If you amend the employment status on a customer record to ‘Unemployed not claiming JSA’ or ‘Not Known’, on saving the amendment the ‘Reason for ending Joint Claim’ pop up will be displayed. Select the reason from the drop down list and the reason will be displayed in the ‘Reason for ending Joint Claim’ field. For a list of the reasons for ending a Joint Claim see Appendix 2 – Reasons for ending a Joint Claim.

453. Click on [Select], to close the pop-up window. Both the ‘Joint Claim’ fields in the ‘Amend Joint Claim Details’ window will change to ‘No’. The customer record for the other member of the Joint Claim will show ‘See other JC record’ as the reason for the Joint Claim ending. The reason a Joint Claim ended can only be viewed in the ‘Joint Claim History’ window, see Joint Claim History.

454. If you record an action which results in the employment status automatically updating to ‘Unemployed not claiming JSA’ or ‘Not Known’, the Joint Claim will not be updated by the system. The Joint Claim must be closed manually as described above.

455. If you make an amendment to a customer record that updates the employment status to ‘Employed’, on saving the action the reason for the Joint Claim ending will be saved on the customer record for the jobseeker that found work as ‘Found Work’. The customer record for other Jobseeker will hold the reason as ‘See Other JC Record’. The ‘Joint Claim’ field for both records will update to ‘No’.

456. After selecting the reason for the Joint Claim ending you will be returned to the ‘Amend joint Claim Details’ window. All the fields will be protected (Blue) except the ‘Joint Claim Start Date’ field, which can be amended where necessary.

## Deleting a Joint Claim

457. The Joint Claim delete button must only be used where joint claim has been created in error. As deleting a Joint Claim will remove all record of the Joint Claim it must not be used as an alternative to the action required to end Joint Claim.

458. To delete a Joint Claim, access the ‘View Joint Claim Details’ window and click on [Function] on the menu bar. Select ‘Delete’ from the drop down list and the following message will be displayed:

| |
|---|
| ‘Selecting this option will remove all details of this joint claim.<br>Are you sure you want to continue? |
| [Yes] [No]’ |

459. Click on [Yes] and the ‘View Joint Claim Detail’ window will be deleted, the customer record for Jobseeker 1 will be displayed with the field next to the [Joint Claim] hotspot showing ‘No’. The same field will also show ‘No’ on the ‘Client Details’ window of what was Jobseeker 2.

### Joint Claim History

460. The 'Joint Claim History' window is accessed by clicking on the [Hist] hotspot in the 'View Joint Claim Details' window, if there is no previous Joint Claim history the following message will be displayed:

| |
|---|
| 'No Joint Claim History exists for this jobseeker. |
| [OK]' |

461. Click on [OK] to return to the 'View Joint Claim Details' window.
462. If a Joint Claim history is held for jobseeker 1, the 'Joint Claim History' window will be displayed containing the following information for each Jobseeker that has been associated with the current customer record:

- Start Date - the date the Joint Claim was created;
- End Date - the date the 'Joint Claim' marker was set to 'NO';
- NINo/RefNo;
- Surname;
- Forename; and
- Reason for ending Joint Claim - this field will be blank. To see the reason why a joint claim ended highlight the relevant row and the reason will be displayed in the field.

463. The Joint Claim history for one jobseeker must not be displayed or discussed with the other member of the joint claim.

### Amending the Joint Claim History

464. Within the Joint Claim history window it is only possible to amend the 'Reason for Joint Claim ending' field. This field can only be amended for the Joint Claim with the most recent end date and only if the original reason for the joint claim ending is not held as 'See Other JC Record'.
465. To amend the reason a Joint Claim ended, click on the [Amnd] button in the 'View Joint Claim History' window. Click on the drop down arrow in the 'Reason for ending Joint Claim' field and select the reason for the Joint Claim ending. For a list of the reasons for ending a Joint Claim see Appendix 2 – Reasons for ending a Joint Claim.
466. When a reason for the Joint Claim ending has been selected click on [Save] and then on [Close] to return to the 'View Joint Claim Details' window.

## Childcare and Additional Support Entitlements

467. The childcare and additional entitlement windows are used to record entitlement information, which is shared with the CFS system at the time of application. It is mandatory to record both childcare and additional support entitlements on LMS.

### Accessing and Creating Childcare Entitlements

468. The 'Post 16 Childcare Entitlement' window is accessed through the 'Client Details' window by clicking on the [Other Function] menu option and selecting 'Childcare Entitlement'. This will open the 'Post 16 Childcare Entitlement' window.
469. If there have been previous childcare entitlements recorded the most recent will be displayed, if there are no previous records held you will be presented with an empty 'Post 16 Childcare Entitlement' window. To create a new childcare entitlement click on the [New] button. You can then complete the following fields:

- **Start Date** - This is used to record the start date of entitlement and can be up to 12 months before or after the current date;

- **End Date -** This is used to record the last date of entitlement and must be within 12 months of the start date;
- **Rate -** This automatically defaults to ‘A (1 Child)’ and is used to record the rate of childcare entitlement. There is a drop down list of two rates:
  - A (1 Child); or
  - B (2+ Children).
- **Invalid** - This toggle box is selected when you identify that a complete period of childcare is no longer valid or where an entitlement has been input by mistake.

470. Once the details have been entered click on [Save]. This will record the details in the table at the bottom of the ‘Post 16 Childcare Entitlement’ window which holds the following information:

- **Start Date** - Shows the start date of the entitlement;
- **End Date** - Shows the end date of the entitlement;
- **Rate** - The rate of childcare entitlement;
- **Officer -** Displays the name of the officer who made the most recent update of the entry.
- **Mnem** - The office where the above named officer made the entry/amendment;
- **Updated** - Will hold the date of the last amendment made; and
- **Invalid** - Will display ‘Yes’ or ‘No’.

471. Up to 100 rows can be retrieved and displayed in the history table, if there are more than 100 entries then on accessing the ‘Post 16 Childcare Entitlement’ window the following message will appear:

| |
|---|
| ‘More than 100 entitlement records exist. Do you wish to view the 100 most recent records? |
| [YES] [NO]’ |

472. On clicking [YES] the ‘Post 16 Childcare Entitlement’ window will open, clicking on [NO] will return you to the previous window.

### Amending Childcare Entitlement Details

473. To amend an entitlement you need to select the entitlement from the table by highlighting the relevant entry. This will populate the ‘Start Date’, ‘End Date’, ‘Rate’ and ‘Invalid’ fields, click on [Amend] and change any fields, which need amending. Selecting [Save] will record the details and update the table.

474. Amendments to an entitlement **MUST ONLY** be made on the day the entitlement is first recorded. This is because the information is transferred across to CFS on a daily basis and affects provider payments.

475. When an entry is amended the original details on that particular row are not saved**.**

### Accessing and Creating Additional Support Entitlements

476. The ‘Post 16 Additional Support Entitlement’ window is accessed through the ‘Client Details’ window by clicking on the [Other Function] menu option and selecting ‘Additional Support Entitlement’. This will open the ‘Post 16 Additional Support Entitlement’ window.

477. If there have been previous Additional Support Entitlements recorded the most recent will be displayed, if there are no previous records held you will be presented with an empty ‘Post 16 Additional Support Entitlement’ window. Creating a new entitlement is done by clicking on the [New] button. You can then complete the following fields:

- **Authorisation Date -** This is a mandatory field and will be the date that the Additional Support Entitlement is authorised. It can be a date up to 12 months in the past; and

- **Reason** - This is a free format field where between 3 and 100 characters must be recorded.

478. Once the details have been entered click on [Save]. This will record the details in the table at the bottom of the 'Post 16 Additional Support Entitlement' window which holds the following information:

- **Authorisation Date** - Displays the date of Additional Support Entitlement authorisation;
- **Reason** - Contains the reason why Additional Support Entitlement was authorised;
- **Officer** - Displays the name of the officer who made the most recent update of the entry.
- **Mnem** - The office where the above named officer made the entry/amendment; and
- **Updated** - Will hold the date of the last amendment made.

479. Up to 100 rows can be retrieved and displayed in the history table, if there are more than 100 entries then on accessing the 'Post 16 Additional Support Entitlement' window the following message will appear:

| |
|---|
| 'More than 100 entitlement records exist. Do you wish to view the 100 most recent records? |
| [YES] [NO]' |

480. On clicking [YES] the 'Post 16 Additional Support Entitlement' window will open, clicking on [NO] will return you to the previous window.

### Amending Additional Support Entitlement Details

481. To amend an entitlement you need to select the entitlement from the table by highlighting the relevant entry. This will populate the 'Authorisation Date' and 'Reason' fields, click on [Amend] and change any fields, which need amending. Selecting [Save] will record the details and update the table.

482. Amendments to an entitlement **MUST ONLY** be made on the day the entitlement is first recorded. This is because the information is transferred across to CFS on a daily basis and affects provider payments**.**

## Jobcentre Plus [JP]

483. The 'JP' Hotspot appears on customer records. Clicking on the customer's 'JP' Hotspot will open the 'JP Client' window, which is used to record a jobseeker's participation within Jobcentre Plus.

484. When creating a customer record the 'JP' hotspot will default to 'None Selected'.

485. To save the customer record you should select new or repeat from the dropdown list.

### JP Client Type Validation

486. If you view a non-Lone Parent customer recorded in a partner regime and try to set their JP Client Type to 'Lone Parent' , when selecting 'Lone Parent' LMS will display the following message

| |
|---|
| 'This customer is participating in a Partner regime so you cannot select this JP Client Type |
| [OK]' |

487. Clicking [OK] clears the message and the JP Client type field returns to its previous value.

## Enter/Amend JP Lone Parents

488. New JP lone parents will start on the “Initial” cycle value with the reason set to “N/A” Once the cycle is updated it will not be possible to revert back to “Initial “

## Amending the Cycle

489. To amend a cycle it is mandatory to select a review reason as detailed in the table below

| **Cycle** | **Review Reason for JP Lone Parents** |
|---|---|
| **Initial** | Review Details/Review Reason functionality is not applicable fro this Cycle value |
| | |
| | None Selected |
| **6 Monthly** | 16/17 Year Old WFI |
| | WFI Deferred |
| | LP 6 Month 1st Trigger |
| | LP6 Month 1st Trigger Deferred |
| | LP 6 Month 2nd Trigger |
| | LP 6 Month 2nd Trigger Deferred |
| | LP 6Monthly Cycle Trigger |
| | LP 6 Monthly Cycle Trigger Deferred |
| | |
| | None selected |
| **Quarterly** | 16/17 Year Old WFI |
| | WFI Deferred |
| | LP Quarterly Trigger |
| | LP Quarterly Trigger Deferred |
| | |
| | None Selected |
| **Final Year Quarterly** | Exempt from LPO |
| | Youngest child under qualifying age Incorrect cycle |

490. A Cycle reason must be selected when changing to a given Cycle. See reasons in table below.

| **Changing to a Cycle of….** | **Cycle Reason for JP Lone Parent** |
|---|---|
| | |
| | None Selected |
| 6 Monthly | Youngest child aged 5-13 |
| | Youngest child aged under 5 |
| | Customer has incorrect cycle |
| | |
| | None Selected |
| Quarterly | Youngest child 14 or over |
| | Youngest child under 14 |
| | Claiming an excluded benefit |
| | Customer has incorrect cycle |
| | |
| Final Year Quarterly | None Selected |
| | Exempt from LPO |

| | |
|---|---|
| | Youngest child under qualifying age |
| | Incorrect cycle |

491. If a valid reason is not selected the following message will appear

| |
|---|
| A Valid Cycle Reason must be selected before the JP details can be saved. |
| [OK] |

492. Select [OK] will remove the message
493. It is possible top move a Lone Parent customer from “Quarterly” Cycle to “6 Monthly” but a valid reason must be recorded other than “None Selected”.
494. On successfully changing a LP to some other non JSA Client Type the following JP history status will be recorded
495. “Customer not LP”

### JPLP History

496. Clicking on the [History] button will reveal up to the last fifty saved details for the JPLP customer

The details shown will be

- Date
- Officer
- Status
- Reason

### Conduct WFI (JP)

497. When the LPWFI is changed to a “6 monthly” LMS will set a review Date to which is 6 months (minus 2 calendar weeks) from the date of the last WFI.

### Action Plans

498. The Action Plan can be accessed via the [ActPln] button on the ‘View Client Details’ window **See Creating an Action Plan, Chapter H, Part 3**

### ‘Incapacitated/Disabled’ customers

499. It is compulsory to complete and print an Action Plan for all ‘Incapacitated/Disabled’ customers during the following interviews;

- JP – Initial WFI 1st Chance IBPA;
- JP – Initial WFI 2nd Chance IBPA; and
- JP – Initial WFI Subsequent Good Cause IBPA.

500. LMS will advise you to complete and print an Action Plan for all ‘Incapacitated/Disabled’ customers during the following interviews;

- JP – Caseload IBPA;
- JP – Non-Caseload IBPA.

501. An ‘Incapacitated/Disabled’ customer is one who’s;

- Employment Status is set to ‘Unemployed, Not claiming JSA’, and
- Their ‘Primary Benefit:’ is set to either;
  - ‘Incapacity Benefit’, or
  - ‘Income Support’ and their ‘JP Client Type:’ are set to ‘Incapacitated/disabled’.

### [JP] marker for 16/17 year old

502. For further details see Chapter H, Part 1.

## Transferring Customer Records

503. All customer records are held on the LMS database with the 'Attndg Office' indicator set to the office at which the customer currently attends. If a jobseeker transfers to your office you must amend this indicator.

504. To check the 'Attndg Office' indicator, access the 'View Client Details- (Name)' window and click on the [Claim] hotspot, the 'Attndg Office' field will then be displayed.

505. If an O/S Int Hotspot is present the outstanding or failed to attend interview will need to be cleared. Telephone the previous office and ask them to take clearance action as per 'Known Problems Guide'. You cannot book a JSA new claim interview until they have ended the interview cycle.

506. If a jobseeker transfers to your office, you must amend this indicator to show your office. Click on [Amnd] on the 'View Client Details' window. Click on the 'Attndg Office' pull down and select your office from the list. Click on [Save] and the following message will be displayed:

| |
|---|
| 'This will transfer control of the client record to this office. Once saved this cannot be reversed. The client will be removed from the last attending offices caseloads, any non-mutual Pilots terminated and any actions will be re assigned to yourself. Do you wish to continue? |
| [Yes] [No]' |

507. To cancel the transfer, click on [No].

508. To transfer the customer record, click on [Yes]. This action will remove the jobseeker from any caseloads at the previous office. It will also transfer any outstanding WorkFlow actions from the previous office to your own In-Tray. For transfers from Jobcentre Plus pathfinder offices to non Jobcentre Plus offices, the following JP WorkFlow actions may be displayed:

- JP - Client to Contact;
- JP - Benefit Action; or
- JP - Other.

509. When the JP WorkFlow actions are displayed you must clear them by clicking on [Comp] within the 'Complete/Re-queue WorkFlow Action' window. For all other transfers, you must assess whether any other outstanding WorkFlow actions should be cleared or updated. For full details on WorkFlows see **Chapter K - WorkFlows**.

510. Take new jobseeker intervention action as normal. Remember to ensure that all necessary amendments are made to the Customer Record, for details see **Amend Customer Details** within **Chapter H part 1**.

## Duplicate Customer Records

511. The creation of duplicate customer records is one of the main causes of inaccuracies in LMS data. Where more than one record exists, personal information, interview records and details of jobsearch activity can mistakenly be recorded against the wrong record.

512. Before setting up any new customer records, it is important to check if there is already a record held for that jobseeker on the database. For details on how to search for a customer record refer to **Identifying Customers** within **Chapter H – Customer Functions, Part 1**. Guidance on how to identify duplicate customer records is located in Get Britain Working, Jobseekers Allowance Customers, Duplicate Customer Records, Identifying Duplicate Records.

### Duplicate Records Identified

513. It is not possible to delete customer records from LMS. Therefore, when a customer record has been identified as duplicate:

- Complete and/or transfer any details from the duplicate customer record to the one being retained for business use. For information on the complete action to take, refer to Get Britain Working, Jobseekers Allowance Customers, Duplicate Customer Records, Identifying Duplicate Records
- Amend the customer record, see Get Britain Working, Jobseekers Allowance Customers, Duplicate Customer Records, Identifying Duplicate Records.; and
- Then set the duplicate record marker as detailed below.

514. Taking this action will ensure uniformity across LMS. It will also prevent duplicate records being used for future business and enable LMS to correctly identify those records to be purged at a future date.

### Duplicate Record Marker

515. Before marking a customer record as duplicate and setting the ‘Record’ field to ‘Duplicate’ you should complete the action detailed in Get Britain Working, Jobseekers Allowance Customers, Duplicate Customer Records, Identifying Duplicate Records.

### Setting the Marker

516. To set the ‘Record’ Field to ‘Duplicate’, click on [Amnd] in the ‘View Client Details - (Name)’ window. The title of the window will change to ‘Amend Client Details - (Name)’ window.

517. Click on [Other Function] on the menu bar then select ‘Duplicate Record’ from the drop down list.

518. The ‘Record’ field will be displayed in the ‘View Client Details (Name)’ window containing the word ‘Duplicate’. To save the details click on [Save].

### Removing the Marker

519. To remove the ‘Record’ field access the ‘View Client Details (Name)’ window and click on [Amnd]. The title of the window will change to ‘Amend client Details (Name)’.

520. Click on the down arrow to the right of the ‘Record’ field, select ‘Remove Marker’ and then click on [Save].

521. Saving will remove the field from the ‘View Client Details (Name)’ window.

## Work Focused Interviews for Partners (WFI(P)

522. Details of WFI for Partners can be found in the Work Focused Interviews for Partners Guide on the WFI-Partners website on the Intranet.

523. LMS will automatically create or update customer records for the claimant and the partner, automatically creating WFI for Partners (WFI(P)) details including the linking of claimant and partner records.

524. If the download is successful, a notification will be sent to the admin site informing that a WFI(P) needs to be booked for the partner. See **Action to create all interview records** within **Chapter H – Customer Functions, Part 2.**

525. If the download is not successful, a rejection report will be sent to prompt the creation of details manually. See **Creating Basic Customer Record** within **Chapter H – Customer Functions, Part 1**

## DP Information

526. When contacting the partner to arrange an interview, you will need to collect DP information from them. All customer records created from the legacy download will have their DP details set to 'None Confirmed'. It will not be possible for you to manually set DP details to 'None Confirmed'. While the DP details are set to 'None Confirmed' it will not be possible to carry out the following actions:

- End an adviser interview;
- Submit the customer to a vacancy;
- Refer the customer to an opportunity; or
- Speculatively submit/refer the customer to an employer/provider

527. Attempting to carry out any of the above will present the message:

| |
|---|
| "DP status must be confirmed with the customer and entered onto LMS before this action can be carried out. |
| [Ok]" |

528. Clicking [Ok] will return you to the screen you were using before you carried out the action that generated the message.

529. To complete the action you will have to return to the customer record and update the DP status. See **Recording DP details** within **Chapter H – Customer Functions, Part 1**.

## Automated Setting of WFI for Partner Details

530. When the download is successful, the following data will be recorded on the customer record:

- [**Claimant**] hotspot (set automatically by the system) – Shows this customer record is a claimant in a partnership;
- [**Partner**] hotspot on partners record, will reflect that the partner is in the 'Identified for WFI(P)' stage of the process;
- '**Partner Status'** automatically set to 'Identified for WFI(P)';
- '**Benefit Type'** - The Partners 'Benefit Type' will be set automatically (This is the benefit the Claimant is claiming, recorded on the partners client record);
- **'Case Type'** indicator – Automatically set against the partner to 'Stock or 'Flow';
- **'Cycle'** indicates if the client is on the Initial or 6 Monthly cycle
- '**Start Date'** – Set to the date the record was created on LMS;
- '**Date'** – Set to the date the record was created on LMS; and
- '**Officer'** and '**Office' Details**- set according to the system that sent the data – JSAPS, ISCS or PSCS are set as 'dummy' officers and will belong to the 'LMS' office currently set up in the 'Y & H Region'.

## Creating the 'WFI(P) Claimant and/or Partner Details' Screen Manually

531. The customer record for a claimant needs to be linked with that of their partner(s). The link will be generated automatically via a successful automatic download of both the claimant and partner details from a legacy benefit system, or manually.

532. If the record is created manually, the admin office would be designated as the owning office, therefore the adviser undertaking the WFI(P) needs to transfer the customer to the Jobcentre Plus office.

533. To link a claimant and partner manually, you will need to generate the 'WFI(P) Claimant/Partner Details' screen. Select the 'WFI for Partners' option from the [New Initiative] hotspot or the 'Initiative' menu item on the claimant's client record. The following message will be given:

| “This option will create WFI for Partners details. This client record will be designated as the claimant. You will be required to link this claimant with the partner’s client record. Do you wish to continue? |
|---|
| [Yes] [No]” |

534. Clicking on [Yes], you will be presented with the ‘Create WFI(P) Partnership Details’ screen, in create mode.
535. Clicking on [No], you will be returned to the customer window in view mode.
536. Functionality to allow a WFI for Partnership to be created, incorporates:

- [Add] button, greyed out in create mode;
- [Amend] button, greyed out in create mode;
- [Save] button, enables you to save the (P) Claimant/Partner Details, when all details have been entered;
- [Partner/Claimant] button, enables you to access the ‘Partner/Claimant Client Record’, greyed out in create mode;
- [Search] button, allows you to search for a customer record for the partner, or create one if an existing record is not identified; and
- [Close] button, enables you to quit the ‘Create WFI(P) Claimant Details’ at any time.

537. The ‘WFI(P) Claimant/Partner Details’ screen includes a ‘History Table’. The table contains details of all the previous claimants or partners (attached to the claimant or partner), depending on whether the screen is in ‘Claimant’ or ‘Partner’ mode. The Table contains:

- ‘**Start Date’** column, blank until a partner is selected (identified or created);
- ‘**End Date’** column, blank until the partner is exited from the WFI for Partners process;
- ‘**Surname’** column, blank until a partner is selected. When the partner has been selected, their surname will automatically populate this column;
- ‘**Forename’** column, blank until a partner is selected. When the partner has been selected, their forename will automatically populate this column;
- ‘**P/C’** column, system generated, details whether the client is a Claimant (C) or a Partner (P)

538. The following fields are also on the screen:

- ‘**Partner Status’** defaulted to ‘Identified for WFI(P)’ in create mode;
- ‘**Benefit Type’** defaulted to ‘None Selected’ in create mode;
- ‘**Case Type’** defaulted to ‘None Selected’ in create mode;
- **‘Cycle’** indicates if the client is on the Initial or 6 Monthly cycle
- ‘**Officer’** field, when the ‘WFI(P) Claimant/Partner Details’ are saved the system will populate this field with the name of the officer logged onto the system;
- ‘**Date’** field, when the ‘WFI(P) Claimant/Partner Details’ are saved the system will populate this field with the date the record was created;
- ‘**Office’** field, when the ‘WFI(P) Claimant/Partner Details’ are saved the system will populate this field with the owning office of the officer logged onto the system.

539. The ‘Partner Status’ field holds the following values:

- ‘Identified for WFI(P)’;
- ‘WFI(P) Booked’;
- ‘WFI(P) Deferred’;
- ‘WFI(P) Waived’;
- ‘WFI(P) Attended’;
- ‘Sanction Outstanding’;

- ‘Sanction Applied’;
- ‘Exit’; and,
- ‘Not Required’.

540. The ‘Benefit’ field contains the following values in pull down list:

- ‘None Selected’ (only as a default when first manually setting the field);
- ‘JSA’;
- ‘Income Support’;
- ‘Incapacity Benefit’; or
- ‘Severe Disablement Allowance’.
- ESA

541. The ‘Case Type’ indicator has the following values:

- ‘None Selected’ (only as a default when first manually setting the field);
- ‘Stock’; and,
- ‘Flow’.

542. It is essential that the ‘Benefit’ field is set to match the claimants benefit. If you try to save ‘WFI(P) Claimant Details’ without completing the ‘Benefit’ or ‘Case Type’ the following message will be displayed.

| |
|---|
| “The Benefit Type and Case Type field(s) must be completed before the WFI Claimant details can be saved<br>The text of the message will change depending on which of these two values have not been completed, as follows:<br>‘Benefit Type’ – ‘The Benefit Type field must be completed<br>‘Case Type’ – ‘The Case Type’ field must be completed<br>‘Both’ – ‘The Benefit Type’ and ‘Case Type’ fields must be completed |
| [OK].” |

543. Clicking on [OK] will return you to the ‘WFI(P) Claimant Details’ screen in create mode

544. Complete all the necessary fields and [Save]

## Unable to Create WFI for Partners Details

545. If an existing joint claims link is held against a customer record and you attempt to create WFI for Partners functionality against the claimant, or if the customer is marked as a ‘duplicate, the following message will appear;

| |
|---|
| “It is not possible to create WFI for Partners details against a client whilst the following are held against the client record:<br>Existing Joint Claims link is held against the claimant’s client record;<br>a duplicate client indicator. |
| [OK]” |

546. Clicking on [Ok] you will be presented with the ‘Client Detail’ screen in view mode, with no details changed.

547. It will not be possible to create a WFI for Partners link or associated functionality against partner customer records that have the following held against them:

- JP Stage marker that indicates the partner is participating in the JP process;
- An employment status that indicates the partner is claiming JSA;
- A ‘Duplicate’ customer indicator;
- A WPSP Stage marker value that indicates the partner is participating in the Work Preparation Support for Partners process;
- Existing WFI for Partners link;
- Existing Joint Claims Link; and

548. If you identify an existing customer record or create a new customer record with any of the details listed above detailed against them. The following message is received:

| |
|---|
| "It will not be possible to link this partner record with a claimant whilst the following are held against the client record: (The system will then list all the following which apply)<br>JP Stage marker that indicates the partner is participating in the JP process;<br>An employment status that indicates the partner is claiming JSA<br>A 'Duplicate' client indicator;<br>A WPSP Stage marker value that indicates the partner is participating in the Work Preparation Support for Partners process;<br>Existing WFI Partners link;<br>Existing Joint Claims Link; and |
| [Ok]" |

549. On clicking [Ok] you will be presented with the 'Client Details' screen in view mode, with the [Link Partner] hotspot still displayed. To successfully link the partner record with the claimant record you will need to resolve the issues detailed in the message above, then attempt to link the partner again.

## [Link Partner]

550. The potential partner's customer record will have a new hotspot available titled [Link Partner]. To link the two partner records, click on the [Link Partner] hotspot. The 'WFI(P) Claimant Details' screen, still in create mode, but with the partner detailed in the 'Partner' field and the 'History List Table' will be presented.
551. You must complete the 'Benefit Type' and 'Case Type' – Drop down list fields. If you attempt to save the 'WFI Claimant Details' without changing the defaulted values for 'Benefit Type' and/or 'Case Type' fields, the following message will be received:

| |
|---|
| "The Benefit Type and Case Type field(s) must be completed before the WFI Claimant details can be saved<br>The text of the message will change depending on which of these two values have not been completed, as follows:<br>Benefit Type – 'The Benefit Type field must be completed<br>Case Type – 'The Case Type' field must be completed<br>Both – 'The Benefit Type and Case Type fields must be completed |
| [Ok]" |

552. Click [OK]. You will be returned to the 'WFI(P) Claimant Details' screen in create mode. If you complete either the 'Benefit type' and/or 'Case Type' fields and attempt to close the screen without saving the details the following message will be received:

| |
|---|
| "Data has changed. Do you want to save before closing? |
| [Yes] [No] [Cancel]" |

553. If you click on [Yes] the system will save the new information you have input before closing the window.
554. Clicking on [No] will close the 'WFI(P) Claimant Details' screen without saving any new details you have input
555. Selecting [Cancel] will return you to the window in which you were working before clicking on [Close]. If you wish to save any new information which you have input you should then select [Save]
556. It will not be possible to amend the values held in the 'Benefit' and Case Type' fields once saved. To ensure you have recorded the correct values, the following message will be given when you click on the [Save] button:

| |
|---|
| "It will not be possible to amend the values selected within the ' Benefit' and 'Case Type' fields once they have been saved.<br>You have selected a value of *'Insert value held in the benefit field here'* in the 'Benefit' field<br>You have selected a value of *'Insert value held in the case Type field here'* in the 'Case Type' field<br>Are these values correct? |
| [Yes] [No]" |

557. Clicking on [Yes] will save the record and you will be returned to the 'WFI(P) Claimant Details' screen in view mode. Clicking on [No] will return you to the 'WFI(P) Claimant details' screen in create mode.
558. Once this message has been cleared the [Claimant] hotspot will be created on the claimants customer record and the Partner Hotspot will be created on the Partners client record. At this point you will be returned to the 'WFI(P) Claimant Details' screen in view mode.

## Adding more Partners to a Claimant

559. [Add] and [Amend] buttons are available when the 'WFI(P) Claimant Details' screen is in view mode.
560. To add another partner to a claimant, click on the [Add] button rather than generating the 'WFI(P) Claimant Details' screen from the [Initiative] hotspot.
561. The [Add] button on the 'WFI(P) Partners Details' screen will be greyed out, unless the partner has a status of 'WFI(P) Exit' held. The [Amend] button is available when the 'WFI(P) Partner Details' screen is in view mode.

## Amending 'WFI(P) Claimant/Partner Details'

562. Selecting [Amend] enables you to amend the 'Partner Status'. If you attempt to close the screen without saving the details, the following message will be given:

| |
|---|
| "Data Has changed. Do you want to save before closing? |
| [Yes] [No]" |

563. Clicking on [Yes], you will be returned to the 'WFI(P) Claimant Details' screen in create mode. Clicking on [No] will close the 'WFI(P) Claimant Details' screen and you will be returned to the customer record you first accessed the screen from.
564. If you attempt to save the amended record without changing any of the details, the following message will be given:

| |
|---|
| "There are no details/changes to save |
| [OK]" |

565. Clicking on [OK] will return you to the 'WFI(P) Claimant/Partner Details' screen in amend mode.
566. On successfully saving the details the following message will be given:

| |
|---|
| "WFI(P) details for<br>[*Forename Surname*]<br>have been successfully saved |
| [OK]" |

567. Clicking on [OK] you will be returned to the WFI(P) Claimant/Partner Details screen in view mode. Whether the 'WFI(P) Claimant' or 'WFI(P) Partner' screen is displayed will depend on whether the screen was accessed from the [Claimant] or [Partner] Hotspot.

## WFI for Partners – [Partner]

568. A ‘WFI for Partners – [Partner] Hotspot’ will be added to the partners LMS customer record. It will be created automatically via a successful download of both the claimant and partners details from a legacy benefit system; or automatically upon successful manual creation of the ‘WFI(P) Claimant Details’. The hotspot will indicate that a customer is in the WFI for Partners process and at what stage in the process they are. The hotspot will display one of the following stages:

- ‘Identified WFI(P)’;
- ‘WFI(P) Booked’;
- ‘WFI(P) Deferred’;
- ‘WFI(P) Waived’;
- ‘WFI(P) Attended’;
- ‘WFI(P) Sanct O/S’;
- ‘WFI(P) Sanct App’; and,
- ‘WFI(P) Exit’.

569. Accessing the [Partner] hotspot will take you to the ‘WFI(P) Partner Details’ screen.
570. The hotspot will remain on the customer record until the record is purged or a WFI for Partner Status’ value of ‘Not Required’ is selected.

## WFI for Partners – [Claimant]

571. A ‘WFI for Partners – [Claimant] Hotspot’ will be added to the claimants LMS customer record. It will be created automatically via a successful download of both the claimant and partners details from a legacy benefit system, or automatically upon successful manual creation of the ’WFI(P) Claimant Details’. The hotspot will indicate that the customer is claiming for a partner who is in the ‘WFI for Partners’ process. Accessing the hotspot will take you to the ‘WFI(P) Claimant Details’ screen.

## Validation of LPWFI

572. If you view a non-Lone Parent customer record in a Partner regime. Clicking on the New Initiative hotspot on the View Client Details screen and select ‘LPWFI’ from the drop-down list LMS will display the following message

| |
|---|
| “This Customer is participating in a Partner regime so you cannot select this Initiative. |
| [OK]” |

573. Click [OK] to clear the message.
574. the New Initiative drop down list is cleared and the Lone Parent initiative will not be recorded.
575. If you search for and select a non-Lone Parent customer record in a Partner regime, who has previously participated in the LPWFI regime, click on the LPWFI hotspot on the view Client Details screen.
576. On the View LPWFI details window, click on the {Amend] button on the Amend LPWFI details window, select ‘Identified for LPWFI’ from the ‘Status ‘drop down field and click ‘Save’ button.
577. LMS will display the following message

| |
|---|
| “This Customer is participating in a Partner regime so you cannot select this Initiative. |
| [OK]” |

578. Click [OK] the message will clear and the Amend LPWFI Details window automatically closes The Lone Parent initiative will not have been recorded.

## Notifications to Book WFI(P)

579. When both ‘Claimant’ and ‘Partner’ details are passed successfully to LMS from the legacy benefit systems, the WFI(P) admin site will be notified that a WFI(P) needs to be booked for the partner.
580. If WFI(P) for Partners details are recorded on the system manually, a notification will not be sent, as a WFI(P) should be booked immediately. If this does not happen, they will be included in reminder notifications. See **Reminder Notifications** within **Chapter I – Management Functions**.

## WFI(P) Booked

581. A WFI(P) is a ‘WFI for a Partner within the ‘WFI for Partner’ process. You can book and conduct a ‘WFI(P) Appointment’ or ‘WFI(P) Good Cause Appointment’, using the appointment types ‘WFI(P) Interview’ or ‘WFI(P) Good Cause Interview’; found under the ‘WFI for Partners’ heading on the LMS/ABS appointment type browser. A single letter type will be produced. There are no specific letter types for Good Cause appointments. A WFI(P) appointment for a partner will last approximately one hour. See **Action to create all interview records** in **Chapter H – Customer Functions, Part 1**.
582. When a WFI(P) is booked for a partner, the ‘Partner status’ field will automatically update to ‘WFI(P) Booked’. If the WFI(P) is cancelled, you must manually update the ‘Partner Status’ to another value.

## Action Plan

583. Once a customer has agreed to participate in WFI for Partners WFI(P) an Action Plan can be completed. The Action Plan should be drawn up between the adviser and the partner and used to record the steps agreed to get the partner back into work.
584. After the interview status has been set to ’In progress’, if the partner has an Action Plan already the following message will be received:

| |
|---|
| ‘The Action Plan should be updated in this interview, although it is not mandatory.<br>Would you like to display the Action Plan now? |
| [Yes] [No] |

585. If the customer does not have an Action Plan the following message will be received:

| |
|---|
| ‘An Action Plan should be created in this interview, although it is not mandatory.<br>Would you like to create one now? |
| [Yes] [No] |

586. Clicking [Yes] closes the message and displays a new, blank Action Plan in the ‘Action Plan’ window in ‘Create’ mode.
587. Clicking [No] closes the message leaving the ‘Interview in Progress’ window active.

### Creating an Action Plan

588. The Action Plan can also be accessed via the [ActPln] button on the ‘View Client Details’ window **See Creating an Action Plan, Chapter H, Part 3**

## WFI(P) Fail to Attend

589. If the partner ‘Fails to Attend’ their WFI(P) you must amend the ‘Partner Status’ to ‘Sanction Outstanding’ manually. You must also manually enter a DMA question against the partner.
590. When a customer has a FTA against their original WFI(P) they can subsequently agree to attend and participate in a WFI(P). When the appointment is rebooked, the

appointment type booked for them will depend upon whether the person who booked the original appointment had agreed the appointment with the partner. Another original appointment, or a good cause appointment must be booked. If a good cause appointment needs to be booked, you will have to rebook the original appointment type and then cancel it. See also 'Work Focused Interview for Partners Guidance' – Failed to Attend Action'.

## WFI(P) Deferred

591. When a status of 'WFI(P) Deferred' is selected, a drop down field 'Deferral Reason' will be presented. You must select one of the following reasons for deferring the WFI(P):

- 'Bereavement';
- 'Illness';
- 'Statutory Sick Pay';
- 'Caring responsibilities';
- 'Parental Leave';
- 'Recently att'd WFI(P)'; and,
- '16/17 yr old'.

592. If you choose to cancel, the value held in the 'Partner Status' field will return to the value held before it was updated to 'WFI(P) Deferred'.

593. If you try to [Save] the 'Deferral Reason' field without selecting another value, other than 'None Selected', the following message will be given;

| |
|---|
| "The 'deferral Reason' must be entered before the WFI(P) details can be saved |
| [OK]" |

594. Clicking on [Ok] will return you to the 'WFI(P) Details' screen, with the 'Partner Status' and 'Deferral Reason' fields in amend mode.

595. Once an option has been saved, the 'Deferral Reason' is not amendable. The 'Deferral Reason' field will be displayed on the 'WFI(P) Claimant/Partner' screen after the deferral status has been saved.

596. Once the 'Deferral Reason' has been selected, the 'Create Conversation with Client' screen, with a title of 'Reason for deferring WFI(P)' will be given. If you [Close] with out saving, you will be passed back to the 'WFI(P) Details' screen still in amend mode. The WFI(P) details will revert to those previously held before the deferral was entered. If you [Save] the conversation but not the deferral itself and then [Close] the 'WFI(P) Details' screen, an 'orphan' deferral will exist for that customer. On successful completion of the deferral, the system will populate the 'Date' field with the date and the 'Officer' field with the details of the officer logged onto the system when the conversation was saved.

597. When you indicate that a partner has had their 'WFI(P) Deferred', then their booked WFI(P) appointment will be cancelled automatically.

598. When deferring a partners WFI(P), you must input 'Review Details. These consist of:

- '**Review Date'** – This is when the decision to defer will be reviewed by an adviser;
- '**Officer/ Team'** – Which will detail the officer/team who will review the partners circumstances; and
- '**Notes**' – Where the person deferring the partners WFI(P) can record any circumstances relating to the deferral.

599. It is mandatory for the 'Review Date' and 'Officer/Team' details to be completed.

600. When the review details have been saved you can view the 'Review Details' by accessing the [Rev Dets] hotspot, situated to the right of the 'Status' field on the WFI(P) Claimant/Partner Details' screen.

601. You can amend the review details by selecting [Amend] on the WFI(P) Claimant/ Partner Details' screen, and then selecting the [Rev Dets] hotspot. Make any necessary changes then select [Hide]. Then [Save] the 'WFI(P) Claimant/Partner Details' screen.
602. The review date must be in a valid format i.e. dd/mm/ccyy (not in the past or more than 6 months in the future). If the review date is not in a valid format the following message is received:

| |
|---|
| "A valid review date must be selected before the WFI(P) details can be saved |
| [OK]" |

603. Click on [Ok]. The message will be removed from the screen and you will be returned to the 'WFI(P) Claimant/Partner Details' screen in amend mode. The 'Review date' field will be blanked. You will be able to [Amend] the 'Review Date' and/or [Save] the record. You will be able to quit the screen without saving any amendments.
604. If you attempt to [Save] a 'Review Date' that is not in the future, the following message will be given:

| |
|---|
| "The Review Date must be the future. |
| [OK]". |

605. Click on [Ok]. The message will be removed from the screen and you will be returned to the 'WFI(P) Claimant/Partner Details' screen in amend mode. The 'Review date' field will be blanked. You will be able to [Amend] the 'Review Date' and/or [Save] the record. You will be able to quit the screen without saving any amendments.
606. If you attempt to [Save] a 'Review Date' that is more than 6 months in the future, the following message will be given:

| |
|---|
| "The Review Date cannot be more than 6 months forward from today's date for WFI(P). |
| [OK]". |

607. Click on [Ok]. The message will be removed from the screen and you will be returned to the 'WFI(P) Claimant/Partner Details' screen in amend mode. The 'Review date' field will be blanked. You will be able to [Amend] the 'Review Date' and/or [Save] the record.
608. Closing the record without saving the changes LMS will display the following message:

| |
|---|
| "Data has changed. Do you want to save before closing? |
| [Yes] [No] [Cancel]". |

609. If no changes are saved then the partner record will revert to the state it was in beforehand, and the conversation recorded for the deferral will remain.
610. The review details ensure that the Partner is included in the WFI(P) Deferral report.
611. The review details will remain until the status changes to either 'WFI(P) Waived' or 'Exit' by manual intervention, or 'WFI(P) Booked' when the next interview is booked.
612. When a deferral reason of '16/17 yr old' has been entered the review date should be at least the 18$^{th}$ birthday of the youngest customer record in the partnership. As the maximum review period is 6 months; if the period to the 18$^{th}$ birthday is longer, set an initial review date of 6 months. Another review date can be set when the first one comes up for review.
613. Click on either of the chevrons at the side of the 'Review date' field and today's date will appear in the field. The right chevron will move the date forward by a single day. The left chevron will move the date back by a single day. A calendar function is available to the right of the right chevron. You are also able to land directly into the 'Review date' field and input a date.
614. The 'WFI(P) Review Details' screen holds an 'Officer/Team' field, which indicates which officer/team will need to review a customer's case when the review date approaches. You can amend the value held in this field by selecting the relevant

officer/team using the officer/team search functionality. It is possible to select any officer/team on the system regardless of the office in which they are based.

615. A free format text box (of 150 characters) is available to record any specific circumstances pertaining to the setting of the review details. It is not mandatory to record details in this box; which is available when the ‘Review Details’ section is available

616. When a review date is reached a ‘WFI for Partners Deferral Report’ will be sent to the WFI(P) admin site responsible for booking the partners WFI(P), so further action can be taken

## WFI(P) Waived

617. When a status of ‘WFI(P) Waived’ is selected, a drop down field ‘Waive Intrvw’ will be presented. You must select one of the following reasons for waiving the WFI(P):

- ‘Wholly Retrospective’;
- ‘Physical Condition’;
- ‘Mental Health condition’;
- ‘Active caseload or ND’; or
- ‘Other’.

618. You can select a reason and [Save] the record or cancel by closing the record. If you cancel the value displayed in the ‘Partner Status’ field will return to the value held before it was updated too ‘WFI(P) Waived’.

619. You must select a reason other than ‘None Selected’. If you try to [Save] without selecting another value, the following message will be given:

| |
|---|
| “The ‘Waiving Interview’ Reason must be entered before the WFI(P) details can be saved |
| [OK]” |

620. Clicking on [Ok] will return you to the ‘WFI(P) Claimant/Partner Details’ screen with the ‘Status’ and ‘Waiving Interview’ fields in amend mode.

621. When the ‘Waiving Interview’ reason has been selected, the ‘Create Conversation with Client‘ screen with a title of ‘Reason for Waiving WFI(P)’ will be presented. If you [Close] with out saving, you will be passed back to the WFI(P) details screen still in amend mode. The WFI(P) details will revert to those previously held before the waiver was entered. If you [Save] the conversation but not the waiver itself and then [Close] the WFI(P) Details screen’, an ‘orphan’ waiver will exist for that customer. On successful completion of the waiver, the system will populate the ‘Date’ field with the date and the ‘Officer’ field with the details of the officer logged onto the system when the conversation was saved.

622. When a partner has had their WFI(P) waived (by saving the ‘Reason for Waiving WFI(P) Conversation’), they are no longer part of the WFI(P) for Partners process and the ‘Partner Status’ is automatically moved to ‘Exit’. You should then select an Exit Reason**.**

623. However before waiving the WFI(P) for JSA customers with responsibility for a child under 20 living with them, LMS will display the following message:

| |
|---|
| “Should the partner be moved to the 6 Month regime? If so, the next review will be set automatically. To change the review details, access and amend once the record has been saved. |
| [Yes] [No]”. |

624. If they move on to the ‘6 Month’ Regime the WFI(P) Cycle will be updated to ‘6 Month’ and the status set as ‘Identified’ for WFI(P).

625. The review date will default to 24 weeks from <today> and the reviewing officer defaulting to the current logged-in Officer.

626. These details will be saved with the change of partner status.

N.B it will be possible to amend these once the record has been saved.
627. The review date can be any date from <today+1> to <today+183> entering a date outside of these, LMS will display one of the following error messages:

| |
|---|
| "The Review date must be in the future. |
| [OK]". |

Or

| |
|---|
| "The Review date cannot be more than 6 months forward from today's date for WFI (P). |
| [OK]". |

628. It will not be possible to save the record without recording the review details. If a review date is not entered LMS will display the following message.

| |
|---|
| "A valid review date must be selected before the WFI (P) details can be saved. |
| [OK]". |

629. Closing the record without 'saving' LMS will display the following message

| |
|---|
| "Data has changed. Do you want to save before closing? |
| [Yes] [No] [Cancel]". |

630. If the changes are not saved the Partner details will revert to their original state, but the conversation recorded for the waiver will remain.
631. The Review details ensure that the Partner is included in the 'WFI (P) Notification Report for the week that includes the review date.
632. If no action is taken on the Partner details within 4 weeks, the details will appear on a 'WFI (P) Reminder Report'.
633. Actions recorded on the WFI client action table for the client shows the client was on the 'Initial' WFI (P) Cycle when the waiver was entered.
634. The action recorded on the WFI client action table for the client moving to a status of 'Identified' for WFI(P) will be set to the '6 Month WFI(P) Cycle.
635. If you do not move the partner to the 6 Month Regime then the 'WFI(P) Waived status will only serve to record a reason for waiving and the notes relating to the waiver held in 'conversations' will still need to be recorded.
636. Continue to exit the Partner from the WFI(P) Waiver process,
637. The 'exit' reason of 'WPSP Agreed' will no longer be available for partners of JSA customers who are on the 6 Monthly cycle.

## WFI(P) Attended

638. If a partner attends their WFI(P) appointment you will be able to conduct an interview as normal on LMS. See **Chapter H - Customer Functions, Part 2.**
639. As soon as you start the interview, the 'Partner Status' will automatically update to 'WFI(P) Attended'. From this point in the process the partner can either participate in their WFI(P) or if the partner fails to participate, a sanction can be raised against them.

## Partner Participation in the WFI (P)

640. Once a partner has attended and participated in their Initial WFI (P) interview they will have reached the end of the WFI (P) process, unless they are partners of JSA customer with responsibility for a child under 20 living with them. These partners will be brought into the WFI (P) 6 month regime.
641. If the partner does not participate, they will stay in the process until they have participated in a WFI(P) or their WFI(P) is waived. You need to record if the partner did not participate in their WFI(P) by selecting the action type 'Failed to Participate' through the [NAction] button. You can do this whilst the interview is in progress and after the interview is completed, up until the point where the completed interview is closed. This

action will not be available to add to completed interviews once the interview has been closed.

642. Closing the completed interview is the point between deciding if the customer is either exited from the WFI(P) Process if they have participated, or whether participation has not been demonstrated and they will stay in the process until they have participated in a WFI(P) or their WFI(P) is waived.

643. When [Close] is selected (for partners of clients not claiming JSA) from the ‘Completed Interview’ screen, without a ‘Failed to Participate’ recorded against it, the following message is given:

| |
|---|
| “Closing the partner’s Completed Interview screen will cause them to be exited from the WFI for Partners process. You will be forced to select an ‘Exit reason’ |
| [OK]” |

644. Clicking on [Ok] will present you with ‘Exit Reasons’ sub window

645. You must select one of the reasons by highlighting the relevant option using the [Select] button.

646. Once you have selected an option the ‘Completed Interview’ screen will close and the ‘Partner Status’ within the ‘WFI(P) Claimant/Partner Details’ screen will be updated to ‘Exit’ and the exit reason you have selected will be displayed in the ‘Exit Reason’ field.

647. If you attempt to select the ‘None Selected’ option the following message will be given:

| |
|---|
| “An Exit Reason must be selected before the WFI(P) details can be saved |
| [OK]” |

648. Clicking on [Ok] will return you to the ‘WFI Partners Details’ screen in amend mode, with ‘Exit Reason’ as the highlighted field.

649. If you select a reason of ‘WPSP Agreed’, the following message will be given:

| |
|---|
| “Selecting this exit reason will generate WPSP Details. Do you wish to continue? |
| [Yes] [No]” |

650. On clicking [Yes] the ‘Completed Interview’ screen will close. The partners ‘Partner Status’ will be set to ‘Exit’ and the ‘Exit Reason’ of ‘WPSP Agreed’ will be selected. If the ‘WFI Partner Details’ and/or ‘Client Record’ screens are displayed, they will be refreshed to reflect the new values.

NB .Exit reason of ‘WPSP Agreed’ will not be available for customers who are moving on to the 6 Month WFI(P) regime.

651. Clicking on [No] you will be returned to the ‘Exit Reason’ sub screen in order to select another ‘Exit Reason’.

652. If the Partner does not participate within their WFI(P) you should manually amend the ‘Partner Status’ to ‘Sanction Outstanding’, and a sanction will be entered onto LMS using DMA functionality. The partner and claimant will be sent a letter telling them that a sanction will be applied to the claimants benefit, unless good cause can be demonstrated within 5 days. If you decide that good cause does apply then a good cause WFI(P) appointment should be booked for the partner.

653. Before ending an ‘Initial’ WFI(P) for partners of JSA customers with responsibility for a child under 20 living with them, LMS will display the following message:

| |
|---|
| “Should the Partner be moved to the 6 Month regime? If so, the next review will be set automatically. To change the review details, access and amend once the record has been saved. |
| [OK]”. |

654. Following the ‘Initial’ WFI(P) clicking on the [Rev Dets] hotspot on the Partner details window will display the following

- Review details for the next outstanding 6 monthly WFI(P) interview or

- Review details for any deferral or waive action appropriate to the WFI(P) 6 monthly regime

655. The [Amend] button on the WFI(P) details window allows the review details to be changed

## Validating setting of Lone Parent

656. If you view a customer who is participating in WFI(P) as a current claimant or a partner, select the [Amend] button, and select 'Lone' from the parent drop down list.
657. LMS will display the following message

| |
|---|
| "The customer is participating in WFI (P) so cannot be recorded as a Lone Parent. |
| [OK]". |

658. Clicking [OK] clears the message and the Parent field returns to its previous value.

## Moving Partner to the 6 Month WFI(P) Regime

659. Customers claiming JSA on behalf of a partner with responsibility for a child under 20 living with them, will be expected to join the WFI(P) 6 Month regime.
660. At the end of the Initial interview, when saving the Partner's WFI(P) details LMS will display the following message:

| |
|---|
| "Choose the regime for the Partner to move to. |
| [6 Month] [Initial] [Cancel]". |

661. Selecting [6 Month] will update the cycle and set the status to 'Identified' for WFI(P).
662. Selecting [Initial] will update the status to 'Identified' for WFI(P).
663. Choosing not to move to the 6 Month Regime, the choice of rejoining at the 'Initial' stage will update the status to 'Identified' for WFI(P) and cycle set to 'Initial'.

## Sanction Outstanding

664. Within the WFI for Partners process, the local adviser can enter a DMA sanction, if the partner fails to take part in their WFI(P).
665. The sanction is applied to the claimant's benefit, if the claimant and/or partner have not got in touch within 5 working days to show the partner had good cause for not taking part. Whether the partner and claimant have 5 days to show good cause or not will depend on the circumstances leading up to the partner not taking part in their WFI(P)
666. The process for recording DMA questions for the WFI for Partners process means that the question and associated decision will be recorded against the partner. Any sanction to be applied will be applied against the claimants benefit (for claimants with multiple partners, sanctions will be applied to each individual failure to attend/participate).
667. Therefore you must initially record the question and associated decision against the partner using DMA functionality.
668. A partner can fail to take part in their WFI(P) if the FTA or they FTP. You can select the following DMA questions from within the [Question] hotspot using DMA functionality against partners within the WFI for Partners process

- 'Initial WFI(P) – FTA'
- 'Initial WFI(P) – FTP'
- 'WFI(P) 6 monthly – FTA'
- 'WFI(P) 6 monthly – FTP'

669. To record a DMA sanction the client must have a WFI for Partners 'Partner Indicator' and a 'Partner Status' on the client record other than 'Exit'. If these conditions do not apply, the WFI for Partners Questions will not be available for selection within the 'Create DMA Details' screen.

670. Once you have selected either ‘WFI for Partners FTA’ or ‘WFI for Partners FTP’ the following associated AR code will populate the ‘AR’ field:

- WFIP/559/A
- WFIP/559/P
- WFIP/560/A
- WFIP/560/P

671. The ‘Susp Start’ field is not available for input. Within the WFI for Partners process, the sanction will apply from the date it is entered onto LMS.

672. As a WFI(P) Adviser will always record DMA sanctions relating to the WFI(P) process, when the sanction is selected on the system, the source should be automatically set to ‘WFI(P) Adviser’.

673. WFI for Partner DMA decisions are always made within the local office. Therefore the ‘Ref To’ field will default to ‘Local Office’ for all WFI for Partners DMA sanctions when one of the questions in paragraph 406 above is selected.

674. You should check and complete the ‘Officer’ to whom the question is being referred. It will default to the officer listed in the ‘Officer’ field unless changed by you.

675. The ‘Invoice Number’ field is not available for completion

676. At this point you will be able to print a notification to go to the partner and the claimant informing them that a sanction may be applied to the claimants benefit as a result of the partner’s actions. There are different letter variations depending on whether the partner FTA or FTP the interview.

677. In order to print a letter for both the partner and the claimant select the ‘WFI(P) Sanction Outstanding Letter’ option within the DMA ‘Print Options’ sub window, within the partners or the claimants DMA screen. The correct letter type for the partner and the claimant will be produced automatically.

678. When saving the WFI(P) questions you will be prompted to link the question to an interview for the partner. The following message will be given:

| |
|---|
| “Do you wish to link this WFI(P) Referral/Decision question to an outstanding or fail to attend or fail to participate Adviser interview for this client<br>Failure to do so will require the manual completion of date fields in subsequent letters? |
| [Yes] [No]” |

679. On clicking [Yes], if there are outstanding or failed to attend/participate interviews for this client, you will be presented with the DMA Interview selection list screen to select an appropriate interview. If you close the window without making a selection, no interview will be linked to the DMA record and the following message will be given:

| |
|---|
| “Referral/Decision Details have been successfully saved |
| [OK]” |

680. Clicking on [Ok] will close the message down and the Referral/Decision details will have been saved.

681. If there are no outstanding or fail to attend interviews for this client, the following message will be given:

| |
|---|
| “There are no outstanding or fail to attend or fail to participate Adviser Interviews for this client |
| [OK]” |

682. Clicking on [Ok] will give the message:

| |
|---|
| “Referral/Decision Details have been successfully saved |
| [OK]” |

683. Clicking on [Ok] will close the message down and the Referral/Decision details will have been saved.

684. The [Int Rec] button will only be available for selection if you access the ‘Referral/Decision’ Details screen via the partner’s client record.
685. While not mandatory, the linking of the DMA record back to an interview record will allow the date of the interview to be included in any subsequent letters – otherwise this will have to be manually completed.

## Entry to 6 Month Regime from Sanction Outstanding

686. When accessing the WFI(P) details for a Partner , using the WFI(P) hotspot if the record displays the claim as ‘Initial’ cycle and ‘Sanction Outstanding’ if the Partner shows ‘Good Cause’ within the 5 days they should have their ‘Outstanding FTA interview manually re-arranged. Book a WFI(P) Good Cause interview and change the status to ‘WFI(P) Booked.
687. If the client does not show ‘Good Cause then the interview action of ‘FTA WFI Sanction Applied’ must be recorded against the interview.
688. On saving the interview action the ’FTA ‘interview will automatically cancel and LMS will display the following message:

| |
|---|
| “Now process the WFI(P) details for the Partner ensure that the Partner Status is set to ‘Sanction Applied. |
| [OK]”. |

689. If saving the Partner details as ‘Sanction applied’ LMS will display the following message:

| |
|---|
| “Should the Partner be moved to the 6 Month Regime? If so, the next review will be set automatically. To change the review details, access and amend once the record has been saved. |
| [Yes] [No]”. |

690. Moving to the 6 Month Regime amends their WFI(P) and the cycle updates to 6 Month and the status set to ‘Identified’ for WFI(P). The review date will default to 24 weeks from the date of the original interview that was FTA with the reviewing officer defaulting to the current logged-in Officer.
691. These details will be saved with the change of partner status, which can be amended once the record has been saved.
692. The review date can be any date from <today+1> to <today+183> entering a date outside of these LMS will display one of the following error messages:

| |
|---|
| “The Review date must be in the future. |
| [OK]”. |

Or

| |
|---|
| “The Review date cannot be more than 6 months forward from today’s date for WFI(P). |
| [OK]” |

693. It will not be possible to save the record without recording the review details, if a review date is not entered LMS will display the following message:

| |
|---|
| “A valid review date must be selected before the WFI(P) details can be saved |
| [OK]”. |

694. If changes are not saved the Partner details will revert to the original state.
695. Reviewing the details ensures that the Partner is included in the WFI(P) Notification Report for the week that includes the review date.
696. If no action is taken on the Partner details within 4 weeks, they will appear on a WFI(P) Reminder Report.
697. Actions recorded on the WFI client action table displays the client was on ‘Initial’ WFI(P) Cycle when the status was set as ‘Sanction Applied’.

698. Actions recorded on the WFI client action table for the client moving to status of 'Identified ' for WFI(P) will be set to 6 Month WFI(P) Cycle.
699. Not moving onto the 6 Month Regime ensures the status will remain as 'Sanction Applied', no details will be recorded and client details will not appear on any reports.
700. The status on the client record will need to be manually moved.
701. If leaving the WFI(P) process, the 'exit' reason of 'WPSP Agreed' will no longer be available for partners of JSA customers who are on the 6 Monthly cycle.

## DMA Question and Referral Details Saved

702. When the DMA Question and Referral details are saved a hotspot labelled [Claimant] will be generated on the partners DMA details screen. Clicking on this hotspot will allow you to access the client details screen for the 'Claimant' linked to the partner.
703. As soon as the WFI for Partner 'Question' and Referral' DMA details have been saved against the partner, the DMA details entered will be viewable via the claimants DMA details screen. Upon entering the DMA details for a WFI for Partners claimant relating to a 'WFI(P) for Partners FTP' or 'WFI(P) for Partners FTA' question originally entered for a partner, the following message will be given:

| |
|---|
| "This claimant has a partner that is part of the WFI for Partners process. These DMA details have been raised as a result of a partner's failure to take part within their WFI(P). However any sanction will be applied to this claimants benefit |
| [OK]" |

704. Clicking [Ok] will return you to the claimants DMA details screen in view mode.
705. A hotspot labelled [Partner] will be added to the claimants DMA details screen. Clicking on this hotspot will allow you to access the client details screen for the 'Partner' linked to the claimant:
706. The DMA screen for the claimant will operate differently to a normal DMA screen in the following ways:

- You will not be able to amend the existing DMA Question or Referral details held on this screen;
- You will not be able to enter 'Decision Details' held on this screen; and
- The window contains a [Partner] hotspot allowing access to the client details screen of the partner in question.

## Sanction Applied

707. When appropriate, if the partner or the associated claimant have not got in touch to show good cause for the partner not participating in their WFI(P), within 5 working days of the sanction being recorded on the system, a sanction would be applied to the claimants benefit. You must manually move the partners WFI(P) status to 'Sanction Applied'.
708. When a decision on whether or not a sanction is to be applied to the claimant's benefit has been made, the next step is to enter the decision again by accessing the partners DMA details screen.
709. Once the decision has been entered and saved, you will be able to print a notification for the partner and the claimant informing them of the decision by selecting 'WFI(P) Decision Letters' from within the DMA 'Print Options' sub window.
710. LMS will decide which 'WFI(P) Decision Letter' type to produce using the entry in the 'Decision' field:

- 'Allowed' will cause the production of WFIP6P and WFIP6C letters; that good cause has been shown and a sanction will not be applied to the claimants benefit;

- ‘Sanction Applied’ will cause the production of WFIP3P and WFIP3C letters; that good cause has not been shown and a sanction will be applied to the claimants benefit.

711. If the following decisions are selected against a ‘WFI for Partners’ Question

- Reserved;
- JSAg Supported; and
- JSAg Not Supported

712. The following message will be given:

| |
|---|
| “The Decision you have selected is invalid |
| [Ok]” |

713. On clicking [Ok] you will be returned to the ‘Amen referral/Decision details’ screen with ‘Decision as the selected field.

714. The decision types ‘Disallowed’ and ‘Cancelled’ are available for selection. However, when one of these decisions has been selected, the system will not know which ‘WFI(P) Decision Letter’ type to produce. Therefore it will not be possible for you to print a notification and the following message will be given:

| |
|---|
| “No print option is applicable to this decision type |
| [OK]” |

715. Clicking on [Ok] will return you to the claimants DMA details screen in view mode.

716. The print options of ‘Referral Notification Letter’ and ‘Referral Form’ are not appropriate for the WFI for Partners DMA process and will not be presented.

717. You will be able to print notifications to go to the partner and claimant, informing them of the sanction being applied to the claimants benefit, from the claimants DMA screen as well as the partners DMA screen

## Entry to 6 Month Regime from Sanction Applied

718. When viewing a WFI(P) details for a partner, via the WFI(P) hotspot on a client record displaying ‘Sanction Applied’ if recorded as a JSA claim and the cycle is set to ‘Initial’ LMS will display the following message:

| |
|---|
| “If the partner has FTA or FTP their interview more than 6 months ago then they should be moved to the 6 Month regime.<br>Do you want to do this now? |
| [Yes] [No]”. |

719. After checking the records to determine the last date of FTA/FTP WFI(P) if less than 6 Months, continue on the ‘Initial’ WFI(P) cycle.

720. If more than 6 Months since the original interview, when the sanction was applied, select the 6 Month regime option.

721. Selecting the ‘No’ option should only be used when unable to gather sufficient information from the client to make a make a decision.

722. Choosing the 6 Month Regime updates the partner’s cycle to ‘6 Month’ and their status set as ‘Identified’ for WFI(P) you will need to book the partner for the next interview as soon as possible.

723. Not moving to the 6 Month Regime in response to the above message or rejoining WFI(P) means the status will remain at ‘Sanction Applied’ no review details will be recorded and they will not appear on any reports. You will have to manually move the client on from their current status, as soon as possible.

## Reconsiderations and Appeals

724. When a sanction has been applied to a claimants benefit as a result of the actions of the partner, both the claimant and the partner have a right to request a reconsideration and a right of appeal. Therefore it will be possible to enter appeal and/or reconsideration details via both the partner and claimant DMA screens.

725. In order to emphasise which party is deemed to be making the appeal/reconsideration an 'Initiated by' field will be displayed on the 'Rec/App Details' screen.

726. If the appeal or reconsideration is created having been accessed via the claimant's DMA Details screen, the 'Initiated by' field will have a value of 'Claimant'. If the appeal or reconsideration is created having been accessed via the partner's DMA Details screen, the 'Initiated by' field will have a value of 'Partner'.

727. It will not be possible to amend the value held in the 'Initiated by' field at any time.

728. The 'Initiator ' column on the 'Appeals and Reconsiderations List' also gives details of which party has made an appeal and/or reconsideration.

729. When an appeal has been received, a notification needs to be produced to inform the partner/claimant that their appeal/reconsideration has been received and will be forwarded onto DMA Sector for a decision.

730. Once the Reconsideration/Appeal 'Type' details have been entered onto LMS, a notification 'WFI(P) Rec/App Received Letters' will be available in the 'Print Options' sub window, available from the 'Rec/App' screen. You will also be able to print a 'Referral Form'.

731. Notifications informing the claimant and partner of the outcome of their appeal will not be produced by LMS. These will need to be produced clerically.

732. When 'Decision Details' have been entered, an option of 'LO Rec/App Decision Letters' is available in the 'DMA Print Options' sub window. If you select this option, the following message will be displayed:

| |
|---|
| "There is no print available from LMS. A clerical notification should be used" |

733. If an appeal is allowed, the partner's WFI(P) can be booked, deferred or waived by the adviser according to the partner's circumstances.

734. If an appeal is disallowed, the sanction remains until the partner agrees to participate within the WFI(P) or exits the process.

735. See **Recording a reconsideration or an appeal outcome** within **Chapter H – Customer Functions, Part 3** and **Lifting a sanction** within the Work Focused Interviews for Partners Guide, Explanations and Reconsiderations.

## Exit

736. The 'Exit' status marker indicates that a partner has exited the WFI for Partners process. Once you have amended the Partner Status to 'Exit', the 'Exit Reason' drop down field will be presented with the following options available:

- None Selected - this is the default value;
- Ptr ref to alt benefit;
- Ptr refuses JCP support;
- Incorrectly Identified;
- Into Work;
- Customer Deceased;
- Partner Deceased;
- Ptr claimed Mat benefit;
- Ptr Working Over 24 hrs;

- Ptr Left JCP area
- Ptr Prison/Cust/Trial;
- COC _ Entitlement Ceased;
- Cst End Claim no Reason;
- WPSP agreed; (not available for Partners of JSA customers with responsibility for a child under 20 living with them, when exiting from ‘Initial WFI(P)’.
- Other reason;
- Destination Unknown;
- Change of client group;
- Set up in error. NB It is not applicable to use this exit reason during the 6 monthly cycle, as clients set up in error should have been identified at the ‘Initial’ stage
- No child Responsibility. Not applicable for Partners of JSA customers with responsibility for a child under 20 living with them, when exiting from ‘Initial WFI(P)’ unless they have no child responsibility in which case you would exit them from the initial WFI(P).

737. If you attempt to save the record with the default value still selected then the following message will be given:

| |
|---|
| “An Exit reason must be selected before the WFI(P) details can be saved |
| [Ok]” |

738. On clicking [Ok] you will be returned to the ‘WFI Partner Details’ screen in amend mode, with the ‘Exit Reason as the highlighted field. It will not be possible to amend an exit reason once one has been selected.

739. When a partner agrees to go directly into Work Preparation Support for Partners (WPSP) from WFI for Partners, WPSP functionality will be automatically generated. If an ‘Exit Reason’ of ‘WPSP’ is selected and saved within the ‘Partner status’ field, the following message will be given

| |
|---|
| “Selecting this exit reason will generate WPSP Details. Do you wish to continue? |
| [Yes] [No]” |

740. On clicking [Yes] you will be returned to the ‘WFI(P) Partners Details’ screen in amend mode. The ‘Partner Status’ will be held at ‘Exit’ with an ‘Exit Reason’ of ‘WPSP Agreed’ displayed. WPSP details will be generated against the partner’s client record with a WPSP status value of ‘WPSP Interview Agreed’ and the [WPSP] hotspot will be created on the partner’s client details screen. Details are only created once the record has been saved.

741. Clicking on [No] will return you to the WFI(P) Partner Details’ screen in amend mode, with ‘Exit Reason’ as the highlighted field. The value of the ‘Exit Reason’ will be reset to ‘None Selected’

742. You will be able to access and use the ‘WFI(P) Claimant/Partner Details’ screen until either a ‘Partner Status ‘ of ‘Not Required’ is saved or the partner’s record is purged from the system.

743. It will also be possible to view against a client record that they have exited the WFI for Partners process until either a ‘Partner Status ‘ of ‘Not Required’ is saved or the partner’s record is purged from the system.

744. As soon as a value of ‘Exit’ has been saved in the ‘Partner Status’ field, the system will populate the end date field in the row(s) relating to the claimant and the partner.

745. The WFI for Partner details will be kept on the system in this state until the associated client record is purged or a ‘Partner Status’ of ‘Not Required’ is selected. It will only be possible to amend the ‘Partner Status’ whilst the record is on the system. It is not possible to amend the ‘Benefit’ and ‘Case Type’ fields once saved.

## Entry to 6 Month Regime from the Exit Status

746. Partners who have previously participated in 'Initial' interview and had their status set as 'Exit 'if included in the JSAPS Schedule, should be invited to attend another 'WFI(P) interview.

747. After linking the customer via the WFI(P) hotspot on the client record showing the status of WFI(P) 'Exit' LMS will display the following message:

| |
|---|
| "Choose the regime for the Partner to move to. |
| [6 Month] [Initial] [Cancel]". |

748. Selecting [6 Month] will update the WFI(P) cycle to 6 month and their status to 'Identified' for WFI(P). The client should be immediately booked an interview at this stage.

749. Choosing not to move to the 6 Month Regime, allows the client to rejoin WFI(P) at the 'Initial' stage when their status will be updated to 'Identified' for WFI(P) and their cycle set to 'Initial'.

750. The [Cancel] option should only be used when there is insufficient information to make a decision.

751. If either ' 6 Month' or 'Initial' are selected the following message will be displayed:

| |
|---|
| "It will not be possible to amend the values selected within the 'Benefit' and 'Case Type' fields once they have been saved.<br>You have selected a value of *'Insert value held in the benefit field here'* in the 'Benefit' field<br>You have selected a value of *'Insert value held in the case Type field here'* in the 'Case Type' field<br>Are these values correct? |
| [Yes] [No]". |

752. Alternately close down the WFI(P) details and restart the linking process by accessing the WFI(P) hotspot on the client record.

753. Closing the record without saving the changes, LMS will display the following message:

| |
|---|
| "Data has changed. Do you want to save before closing? |
| [Yes] [No] [Cancel]". |

754. If changes are not saved, the Partner record will revert to original prior state.

755. LMS will display the following message for Partners holding a status of anything other than 'Exit':

| |
|---|
| "It will not be possible to link this partner record with a claimant whilst the following are held against the client record<br>Existing WFI partners link. |
| [OK]". |

## Not Required

756. The 'Not Required' status is only to be used when two client records have been linked in error using WFI for Partners functionality, and the details need to be removed from the system. It will only be possible to select a 'WFI(P) Status' of 'Not Required', when an 'Exit Reason' of 'Set up in error' has previously been recorded.

757. When a 'Partner Status' of 'Not Required' is saved the following message is given:

| |
|---|
| "Selecting Not Required will remove the WFI(P) details from the Client record. A reason must be recorded. Do you wish to continue? |
| [Yes] [No]" |

758. Clicking on [No] will return you to the 'WFI Partners Details' screen in amend mode with the 'Partner Status' containing its previous value as the highlighted field.

759. Clicking on [Yes] will give you a ‘Create Conversation with Client’ screen. The create conversation window will have a title of ‘Reason for Removing WFI(P) Status’. If you close the conversation window without entering details and saving, you will be taken back to the ‘WFI Partners Details screen in amend mode with the ‘Partner Status’ field containing the value held before the waiver was entered.
760. When you have saved the conversation, all the partners WFI for Partners details will be removed from the system. This will remove:

- All information held on the ‘WFI Partner/Claimant Details’ screen relating to that particular partnership, including the removal of any entries in the ‘History Table;
- The ‘Partner Hotspot’ if no other history details are held;
- The ‘Claimant Hotspot’ if no other current partnerships or other history details are held.

### Participation in Work Preparation Support for Partners (WPSP)

761. Once a partner has agreed to participate in WPSP They have exited the WFI for Partners process. However there is a need to track the progress of those partners entering the WPSP process as a result of their participation within the WFI for Partners process, as well as those entering the process voluntarily.

### Validate Setting of Lone Parent

762. If you view a customer who is participating in WPSP, click the [Amend] button and select ‘Lone’ from the parent drop-down list.
763. LMS will display the following message

| |
|---|
| “The customer is participating in WPSP so cannot be recorded as a lone parent |
| [OK] ” |

764. Click [OK] to clears the message and the Parent field returns to it’s previous value

### Generating the Partners marker

765. When a partner of a non JSA Customer agrees to go directly into WPSP from WFI for Partners, WPSP functionality will be automatically generated when an ‘Exit Reason’ of ‘WPSP Agreed’ is selected and saved within the ‘Partner Status’ field see Para’s 454 -455.
766. For a parent partner of a JSA customer you can select the WPSP option from the initiatives menu, the WPSP functionality will be created but you will be returned to client details screen with the following message:

| |
|---|
| “This option will generate a WPSP marker. Do you wish to continue? |
| [Yes] [No]” |

767. On clicking [Yes] the system will generate WPSP details against the client record with the WPSP stage value of ‘WPSP Interview Agreed’. You will be returned to the client window in view mode with the [WPSP] hotspot displayed on the client record.
768. Clicking on [No] will return you to the client window in view mode, but the WPSP details will not be created against the client record.
769. If WPSP functionality is generated via the function menu, you will not be taken to the ‘WPSP Details’ screen, but will be returned to the client details screen. The client record will hold a default WPSP stage value of ‘WPSP Interview Agreed’. The ‘Status Date’ will be automatically set to today’s date and the [WPSP] hotspot will be created on the client record to allow you to access the ‘WPSP Details’ screen.

### WPSP Stage Marker Values

770. The WPSP marker values are:

- WPSP Interview Agreed;
- WPSP Interview Attended;
- WPSP Caseload;
- WPSP Exit.

### Partners Interview Attended

771. When a partner attends their initial WPSP interview, you will need to manually update the WPSP marker.

### WPSP Caseload

772. If you and the partner agree to the partner going onto the WPSP caseload, you will have to manually move the WPSP marker onto this value. From this point it will be possible for partners to access mainstream provision. For further information: see **Work Preparation Support for Partners guide**.

773. When a partner has exited WPSP, you will be forced to select one of the following 'Exit Reasons':

- Partners Declined;
- Initial Interview FTA;
- No longer eligible;
- Found work; and
- Partners assist, not sort.

774. It will be possible to view against a client record that they have exited the WPSP process until either:

- The partner is put through the WFI for Partners or WPSP process again and 'Not Required' is selected against the partners WPSP details ('Not Required' removes the WPSP functionality from the client record); or
- The partner's client record is purged from the system.

775. It will not be possible to amend a WPSP 'Exit Reason' once saved.

### Transfer of Clients

776. When a client moves out of an office running under Jobcentre Plus to another office not running Jobcentre Plus, it is no longer feasible to take the client through the WFI(P) process, as the WFI(P) regulations do not apply in non-Jobcentre Plus offices. Although the client will be exited from WFI(P) they can elect to join WPSP.

777. When a client transfers to a non-Jobcentre Plus office, staff at that office which now 'own ' the client should:

- Contact an Adviser at the previous office or an appropriate Admin site to cancel any outstanding interviews;
- Ask that the client is exited from WFI(P) with an 'Exit Reason' of 'Ptnr Left JCP Area' or 'Other Reason'; and
- Ask that any outstanding DMA action be wound up, as it is no longer appropriate. See **Recording a reconsideration or appeal outcome** within **Chapter H – Customer Functions, Part 3** and **Lifting a sanction** within the Work Focused Interviews for Partners guide, Explanations and Reconsiderations.

## Carers and Work Focused Support for Carers (WFSC) (now known as Work Preparation Support for Carers)

778. When a customer is not set as a Carer, a 'Carer' menu item is available under the 'Other Function' menu on the 'View Client' window. Clicking on the 'Carer' menu item opens the 'Carer/WFSC Status' window containing three tabs:

- **Carer** - The Carer tab contains the following fields:
  - Carer – This drop down field has two values 'Yes' and 'No'. This is set to the default of 'No'. You can amend this field inside and outside of an interview
  - Date – This is the date the status changes, and is system generated and non amendable.
  - Officer – The first field is the officer's initials and surname. The second field is the office Mnemonic. Both fields are system generated and non amendable. If carer history details are recorded against the customer, the 'Officer' and Date' fields are populated, otherwise they are blank.
  - Ex-carer – can be amended if the Carer field is not set to 'Yes'. Has two values 'Yes' and 'No'. If no Carer details have previously been recorded then the Ex-carer check box can be set to 'Yes' and saved. If Carer details have previously been recorded as 'Yes' and you set the Carer field to 'No', the Ex-carer check box will be automatically set to 'Yes'. However you can reset this back to 'No'. An entry will be recorded in the 'Client Care History' window.

  Changing the 'Carer' drop down value to 'Yes' and clicking [Save], displays the window in view mode with the 'Date' 'Officer and 'Office' fields populated with the new applicable values. The [Carer] hotspot and [WFSC] hotspot are displayed on the 'View Client' window with an associated menu item under the Hotspot menu. The Carer menu item is no longer displayed under the Other Function menu.
  If you amend the 'Carer' status to 'No', the [Carer] hotspot and associated menu item will be removed, and the Carer menu item will be displayed under the Other Function menu.
- **Barriers** – The barriers tab can only be selected when the Carer indication is set to 'Yes'.
  Clicking the [Carer] hotspot on the 'View Client' window will open the 'Care/WFSC Status' field. Select the Barriers tab. This tab contains the following fields to enable you to record if the Carer is looking after an adult, a child (if the child is disabled or has a long term limiting illness) and if the Carer is in need of replacement care:
  - Replacement Care – this drop down field has the values of 'None Selected', 'Yes' and 'No'. 'None Selected' is the default value and can be amended. Once 'Yes' or 'No' has been selected, 'None Selected' will not be displayed as a choice.
  - Carer of Adult - this drop down field has the values of 'None Selected', 'Yes' and 'No'. 'None Selected' is the default value and can be amended. Once 'Yes' or 'No' has been selected, 'None Selected' will not be displayed as a choice.
  - Carer of Child - This drop down field has the values of 'None Selected', 'Yes' and 'No'. 'None Selected' is the default value and can be amended. Once 'Yes' or 'No' has been selected, 'None Selected' will not be displayed as a choice.
  - Date – the date Carer Barriers to Work change. This is system generated and non amendable.
  - Officer - The first field is the officer's initials and surname. The second field is the office Mnemonic. Both fields are system generated and non amendable.

  When the Carer indication is unset, the values recorded for the Carers Barriers to Work will be retained by the system but will not be viewable.

- **WFSC** – The [WFSC] hotspot is created and displayed when the Carer indicator is set to 'Yes' and saved. The abbreviations for the [WFSC ] hotspot are:

| **WFSC Status** | **WFSC Hotspot Text** |
|---|---|
| None Selected | WFSC: None sel |
| Declined (WFSC) | WFSC: Declined |
| Initial Interview Agreed | WFSC: Init Int Ag'd |
| Participant - Caseload | WFSC: Caseload |
| Exit | WFSC: Exit |
| Not Required | Hotspot not displayed |

Clicking on the [WFSC] hotspot opens the 'Carer/WFSC Status' window in view mode with the WFSC tab available containing the following fields:

- WFSC Status – this field defaults to 'None Selected'. This field can only be amended outside a 'Carer Initial Interview' or 'Carer Caseload Interview' (except recording an 'Exit' value which can be done inside and outside a 'Carer Caseload Interview'). The following table shows what options are available:

| **Current WFSC Status** | **Valid update value for WFSC Status** |
|---|---|
| None Selected | Declined (WFSC) or Not Required |
| Declined (WFSC) | Not Required |
| Initial Interview Agreed | Declined (WFSC) |
| Participant - Caseload | Exit |
| Exit | Not Required |

- **Note: To set WFSC status to 'Initial Interview Agreed' or 'Participant – Caseload' you must book and complete an initial interview. See Booking a WFSC Interview.**

The WFSC tab cannot be selected from the other two tabs (Carer and Barriers) if the WFSC status value is 'Not recorded' or 'Not Required'.

- Exit Reason – set to 'None Selected' (default value). This field is only amendable when 'Exit' is selected for the 'WFSC Status' field in amend mode. Choose from the following values:

| **Exit Reason** | **Abbreviation of Exit reason** |
|---|---|
| No longer looking for work – financial reasons | Financial reasons |
| No longer looking for work – increase caring responsibility | Increased caring responsibilities |
| No longer looking for work – other | Other |
| No longer caring | Caring responsibilities ended |
| Found work | Found work |
| Not Known/Other | Not Known/Other |

- Date – the date status changes. This is system generated and non amendable.
- Officer - The first field is the officer's initials and surname. The second field is the office Mnemonic. Both fields are system generated and non amendable.

779. 'WFSC' is available as an option under [New Initiative], and associated menu item under 'Initiatives', on the 'View Client' window, when the Carer is set to 'Yes', the 'WFSC Status' is 'Not Required' and outside of a 'Carer Initial Interview' or 'Carer Caseload Interview'.

780. If you select the 'WFSC' option the following message will be given:

| |
|---|
| "This option will generate the WFSC marker.<br>Do you wish to continue? |
| [Yes] [No]" |

781. The 'Carer/WFSC Status' window has the following buttons:

- [Amend] – dimmed during a 'Carer Initial Interview' or 'Carer Caseload Interview' when the WFSC tab is open and the WFSC status can not be amended.
- [Save] – saves changes in Create or Amend mode.
  - Clicking [Save] when you select 'Not Required' for 'WFSC Status' gives the following message:

| "This action will remove the WFSC marker.<br>Do you wish to continue? |
|---|
| [Yes] [No]" |

Selecting [No] will redisplay the 'Carer/WFSC' window in amend mode with the focus on the 'WFSC Status' drop down field.
Selecting [Yes] will display the 'Carer/WFSC' window in view mode with the Carer tab available. The WFSC status is updated to 'Not Required' and the [WFSC] hotspot is removed from the 'View Client' window.

  - Clicking [Save] when you select 'Declined (WFSC)' for 'WFSC Status' and a 'Carer Initial Interview' is booked gives the following message:

| "The Carer Initial Interview should be cancelled because the customer has declined to join the Carer Initiative. |
|---|
| [OK]" |

Clicking [OK] gives the successfully saved message.

  - Clicking [Save] when you select the 'WFSC Status' of 'Exit', and you do not select an 'Exit Reason', will give the following message:

| "Please select an Exit Reason |
|---|
| [OK]" |

Clicking [OK] returns you to the 'Carer/WFSC' window in amend mode with the WFSC tab available and the focus on the 'Exit Reason' drop down field.

  - Clicking [Save] when you select 'Exit' for 'WFSC Status' and choose an 'Exit Reason', and a 'Carer Caseload Interview' is booked, the following message will be given:

| "The Carer Caseload Interview should be cancelled because the customer exited the Carer Initiative. |
|---|
| [OK]" |

Clicking [OK] gives the successfully saved message.

- [Hist] – opens the 'Carer/WFSC Status History' window if a history exists. Otherwise this is dimmed out. The records in the 'Carer/WFSC Status History' window are ordered by event date, with the latest first. A history record will be recorded every time you amend the Carer status or the WFSC status is updated.
- [Close] – closes the window.

## Booking a WFSC Interview

782. When a customer is interested in joining the WFSC initiative, book a 'Carer Initial Interview' for them. This action will update the WFSC status to 'Initial Interview Agreed'.
783. On completion of the initial interview you will be prompted to update the WFSC status to either 'Participant – Caseload' or 'Declined'.
784. Once the customer has joined the initiative, book an appointment for a 'Carer Caseload Interview' for them.

**Note:** This can only be done if the WFSC status is 'Participant – Caseload', otherwise a 'Carer Initial Interview' must be booked and completed.

785. After booking any of the WFSC interviews you will need to fill out a generic appointment card for the customer, as it is not possible to print an appointment letter.

786. The following table shows when a ‘Carer Initial Interview’ booking is allowed.

| Current Carer Status | Current WFSC Status |
|---|---|
| ‘Yes’ or ‘No’ | ‘Exit’ or ‘Initial Interview Agreed’ |
| ‘Yes’ | ‘Not Required’ or ‘None Selected’ or ‘Declined (WFSC) |

787. The following table shows when a ‘Carer Caseload Interview’ booking is allowed.

| Current Carer Status | Current WFSC Status |
|---|---|
| ‘Yes’ or ‘No’ | ‘Participant – Caseload’ |

788. For further information on booking interviews see Chapter H, part 2, Customer Interview Process and Procedures.

## Conduct a WFSC Interview

### Carer Initial Interview

789. For information on actions required to conduct an interview see Chapter H, part 2, Customer Interview Process and Procedures.

790. Once you have started the ‘Carer Initial Interview’, LMS will prompt you to create an Action Plan or update an existing Action Plan. This is mandatory. After you have saved the Action Plan you must print it, to allow you to end the interview.

791. If the ‘Carer’ indicator is set to ‘Yes’ and ‘None Selected’ is recorded against any of the following:

- Replacement Care required
- Carer of Adult
- Carer of Child

792. The following message will be given to prompt you to record Carer Barriers to Work if desired:

| “Please review the customer’s Carer Barriers to Work |
|---|
| [OK]” |

793. Clicking [OK] redisplays the ‘Interview in Progress’ window.

794. If you have recorded ‘Fail to Participate’ or ‘Failed to Complete’ action, on clicking [End], no prompt will be received for the Action Plan or Carer Barriers to Work and the WFSC status remains as the one previously recorded.

795. If ‘Fail to Participate’ or ‘Failed to Complete’ action hasn’t been recorded, on clicking [End] a sub window is displayed for you to select the customer’s WFSC status. Choose from:

- Participant Caseload (default setting)
- Declined

796. Clicking [OK] will update the WFSC status to ‘Participant – Caseload’ or ‘Declined (WFSC)’ according to the option you have selected. The [WFSC] hotspot on the ‘View Client’ window is also updated.

797. If you record ‘Failed to attend interview’ action, and [Save], the WFSC status remains as the one currently recorded.

### Carer Caseload Interview

798. For information on actions required to conduct an interview see Chapter H, part 2, Customer Interview Process and Procedures.

799. Once you have started the ‘Carer Caseload Interview’, LMS will prompt you to update the existing Action Plan. This is optional.

800. If the ‘Carer’ indicator is set to ‘Yes’ and ‘None Selected’ is recorded against any of the following:

- Replacement Care required
- Carer of Adult
- Carer of Child

801. The following message will be given to prompt you to record Carer Barriers to Work if desired:

| |
|---|
| “Please review the customer’s Carer Barriers to Work |
| [OK]” |

802. Clicking [OK] redisplays the ‘Interview in Progress’ window.
803. You can exit the customer from the WFSC initiative during the ‘Carer Caseload Interview’ by selecting ‘Exit’ on the ‘Carer/WFSC Status’ window.
804. If you have recorded ‘Fail to Participate’ or ‘Failed to Complete’ action, on clicking [End], no prompt will be received for the Action Plan or Carer Barriers to Work and the WFSC status remains as the one previously recorded.
805. On clicking [End] to end the interview, if ‘Fail to Participate’ or ‘Failed to Complete’ action hasn’t been recorded, and you haven’t updated the Action Plan the following message will be given:

| |
|---|
| “An Action Plan should have been created or updated during this interview, although it is not mandatory.<br>Would you like to do this now? |
| [Yes] [No]” |

806. Clicking [Yes], displays the ‘Action Plan’ window in view mode with the focus on the last Action Plan.
807. Clicking [No], displays the ‘Interview in Progress’ window
808. If have updated the Action Plan but not saved it, the following message will be given:

| |
|---|
| “Please save changes to the Action Plan, or close the Action Plan without saving changes |
| [OK]” |

809. Clicking [OK] displays the ‘Action Plan’ window in amend mode on the ‘Action Item’ field.
810. If you have saved the Action Plan , but not printed it, the following message will be given:

| |
|---|
| “The Action Plan has been updated during this interview, but has not been printed since the last time it was saved.<br>Would you like to print the Action Plan? |
| [Yes] [No]” |

811. Clicking [Yes], displays the ‘Action Plan’ window in view mode, with the focus on the [Print] button.
812. Clicking [No], redisplays the ‘Interview in Progress’ window.

**Cancel/Delete a WFSC Appointment**

813. For information on canceling/deleting an interview see Chapter H, part 1, Customer Interview Process and Procedures.
814. When canceling or deleting a WFSC appointment , on clicking [Close], the following message will be given before closing:

| |
|---|
| “This action may have updated the customer’s WFSC Status. |
| [OK]” |

815. Clicking [OK] displays the ‘View Client’ window in view mode with the focus on the [Close] button.

816. The following table shows the updated value for the WFSC status when canceling/deleting a ‘Carer Initial Interview’.

| Scenarios | Current Carer Status | Current WFSC Status | Previous WFSC Status | Valid update value for WFSC Status |
|---|---|---|---|---|
| 1 | ‘Yes’ | ‘Initial Interview Agreed’ | ‘None Selected’ | ‘None Selected’ System generated |
| 2 | ‘No’ | ‘Initial Interview Agreed’ | ‘None Selected’ | ‘Not Required’ System generated |
| 3 | ‘Yes’ or ‘No’ | ‘Initial Interview Agreed’ | ‘Declined (WFSC)’ | ‘Declined (WFSC)’ System generated |
| 4 | ‘Yes’ or ‘No’ | ‘Initial Interview Agreed’ | ‘Exit’ | ‘Exit’ System generated |
| 5 | ‘Yes’ or ‘No’ | ‘Initial Interview Agreed’ | ‘Not Required’ | ‘Not Required’ System generated |
| 6 | ‘Yes’ | ‘Initial Interview Agreed’ | Not recorded | ‘None Selected’ System generated |
| 7 | ‘No’ | ‘Initial Interview Agreed’ | Not recorded | ‘Not Required’ System generated |

817. When canceling/deleting a ‘Carer Caseload Interview’, the WFSC status remains as the one currently recorded.

## Appendix 1 - Customer Record Transfer Document

| |
|---|
| **TRANSFER OF CUSTOMER RECORD TO OFFICE ____________________** |
| **Customer Details:**<br>**Name ________________ NI No. __/__/__/__/__ Date Of Birth ________** |
| **Date of Claim for Restart Purposes: _________________ (date)** |
| **Customer Job Goal: _____________________________ Other JSAg details:** |
| **Permitted Period currently running from __________ to ___________** |
| **Relevant Customer History (include details of skills, qualifications, disabilities etc.):** |
| **Relevant Customer Job Submission History (including outstanding submissions):**<br>**<u>Vacancy Details</u> <u>Referral Date</u> <u>Result</u> <u>Result Date</u>** |

| |
|---|
| **Jobsearch Monitoring Results/Client Jobsearch Activity In Last Four Weeks:**<br>**<u>Date</u>    <u>Activity Undertaken</u>    <u>ASE Sat/Not Satisfied</u>    <u>Other Action Taken</u>** |
| **Details of Last Two Advisory Interviews and Outcomes:**<br>**<u>Interview Date</u> <u>Interview Notes</u> (include any points for review at next interview) O<u>utcomes</u>** |
| **Next Adviser    Interview Letter**<br>**Interview Due On: ___________(date) Type: ______________** |
| **Details of Current or Outstanding Labour Market Doubts and Decisions:**<br>**<u>Type</u>    <u>Suspend from/to dates</u>    <u>Ref to SDM on</u>    <u>Decision</u>    <u>Decision from/to dates</u>** |
| **Outstanding Restart Action:** |
| **Completed By:    Office Stamp:**<br>**________________________ (signature)**<br>**________________________ (name in capitals)**<br>**________________________ (date)** |

## Appendix 2 - Reasons for ending a Joint Claim

When a joint claim has ended you will be required to select one of the following reasons:

- Auto jobseeking period;
- Ceased claiming (child maintenance);
- Ceased claiming (savings);
- Child in household;
- Claim not pursued;
- Death;
- Did not proceed;
- Disentitled;
- Failure to attend (claim closed);
- Found work;
- Full time education/training;
- Gone abroad;
- Pregnant within 11 weeks of confinement;
- Increased working hours (new job);
- Increased working hours (same job);
- Joint claim not pursued;
- JSA (IB) no longer in payment;
- New Claim Review;
- Other benefits;
- Prison/custody;
- Provider Employment Option;
- Relationship ended;
- Repartnering;

- Retirement age reached; or
- Unknown.

## Appendix 3 – Interviews prompting recording of Adult JSAg

If the interview type is one of the following then the adult JSAg prompt will appear at the beginning of the interview:

- 'JP – Caseload'
- 'JP – Non Caseload'
- 'Ad Hoc Interview'
- 'In work benefit’
- ‘New u/e JCP 1-2-1 Coaching session’
- ‘More Frequent Attendance – 1st Interview’
- ‘More Frequent Attendance – 2nd Interview’
- ‘More Frequent Attendance – 3rd Interview’
- ‘More Frequent Attendance – 4th Int. Plus’