

Availability or Actively Seeking Employment Doubt identified

215. When an Availability or ASE doubt is identified the case must be referred to a LMDM, the following action must be taken:

Step	Action
1	Explain to the claimant that JSA cannot be paid to them under the normal rules until the LMDM has made a decision.
2	Click the [Dec] or [NoDec] button in the Client Details window. Note: If no previous DMA action has been taken, you will automatically get a New Referral/Decision Details window. If one or more is already held, click [New]
3	Click the [Question] hotspot and select the appropriate option from the drop down menu.
4	Record the Source as appropriate
5	Record the Suspension start date and if appropriate the Suspension end date
6	Record the Ref to as 'LM DMA Office'
7	Click [Save]
8	Print Referral Notification Letter ES48 from LMS, and issue it together with the ESL48JP to the claimant
9	input a suspension for the period in doubt to JSAPS
10	Take a statement from the claimant, using the relevant stencil from DART. Ensure the claimant's reasons are fully covered.
11	For ASE referrals, it is essential that the DART referral is annotated to specify the number of steps required of the claimant as stated on his/her JSAg, and the number of steps they actually completed.
12	To ensure that details of the referral are maintained for reconsideration or appeal purposes, copy the information from DART into the LMS notes box for the relevant decision
13	Send the submission to the LMDM using DART for an Availability/ASE decision.

Note: The Official Use box on the DART stencils can be used to record any additional information relevant to the doubt.

Suspending a Jobseeker's Allowance claim

If a claim to Jobseeker's Allowance (JSA) needs to be suspended:

Step	Action
1	<ul style="list-style-type: none">• dialogue JA210: Maintain Suspension and Decision details
2	in the maintain suspension and decisions screen JA210213, input [S] in the '(S)usp/(D)ecision field' and press [ENTER] to access dialogue JA210211.
3	<p>in the maintain decision details screen JA210211 input details of the suspension by completing the following fields:</p> <ul style="list-style-type: none">• AR Code – Input the AR Code• AR Period in doubt – Input the start and end dates of the period in doubt• Submit – Input '2'

216. JSA is a weekly benefit and therefore suspensions are input for whole benefit weeks. If an availability or restricted availability doubt arises in a week, input a suspension for the complete benefit week which includes the doubtful day(s).

217. If the doubt is because the claimant:

- has been placed on the nature of or terms and conditions of employment the claimant is prepared to accept, the suspension begins on the date the restriction is imposed from.
- is unavailable for a specific period, input a suspension from the start of the benefit week in which the doubt arises to the end of the benefit week in which the doubt ends.
- is unavailable for an indefinite period, input a suspension from the start of the benefit week in which the doubt arises but do not input an end date.
- is not ASE, input a suspension for the benefit weeks in which the claimant failed to take sufficient steps to find work.
- is placing a restriction on the type of work or locality, the suspension would take effect from the day the restriction is imposed.