

Explanations, reconsiderations and disputes

Background

1. In most cases, claimants will be notified of decisions made on their claim to JSA in a Single Outcome Decision Notification (SODN) issued by JSAPS. This may incorporate a Labour Market (LM) component decided by a LM Decision Maker and/or a payment component...
2. LM determinations made on AR codes JSA/541 and JSA/543, Jobseeker's Agreements (JSAs), are notified to claimants direct from the Decision Making and Appeals System (DMAS) in LM Decision Making offices and AR code JSA/557, exemption from the requirement to satisfy certain entitlement conditions notifications are issued by the Jobcentre and recorded on the Labour Market System (LMS).
3. Any references to SODNs within this chapter also include notifications issued by the sector based DMAS for JSA/541 and JSA/543, and notifications for JSA/557 determinations unless otherwise stated.

Explanations

4. If a claimant requires clarification of, or is not satisfied with, a decision given on their claim to JSA, they must be offered and provided with, where necessary, a verbal explanation of that decision.
5. The explanation may be provided by a:
 - member of Jobcentre Plus staff:
 - a basic explanation; or
 - LM Decision Maker or Benefit Expert:
 - a detailed explanation.
6. When required to do so, Jobcentre staff must give basic explanations on the LM component of the SODN, the payment component or both components.
7. On occasions a claimant may ask to have a decision explained or dispute a decision made on a claim that has since been closed on JSAPS. If there has been no new claim event registered since the claim was closed, details of the explanation or dispute should be recorded in the same manner as for those claims that are live when the explanation is given or the dispute raised.
8. It may be that by the time a claimant requests an explanation or disputes a decision made on a previous claim, a new claim event has been registered on JSAPS.
9. In this situation it will not be possible to record details of the explanation or dispute relating to the previous claim on JSAPS and must be recorded clerically.

Disputes and reconsiderations

10. A dispute occurs when a claimant challenges an outcome decision.
11. A claimant does not have to accept the offer of an explanation prior to raising a dispute, they may dispute the outcome decision by applying to have the decision revised or by appealing against it.

12. A decision is not disputed if the claimant is simply seeking clarification of the decision.
13. If a claimant applies to have an outcome decision revised, the relevant component is looked at again by a Decision Maker. A payment DM will look at any relevant payment component(s) included within the SODN whilst an LM DM will look at the LM component(s).
14. A claimant may also choose to appeal against the outcome decision at any time during the dispute process. An appeal can be made whether or not an offer of an explanation has been accepted.

Complaints

15. Claimants may complain about some aspect of an outcome decision other than the decision itself, for example, the delay in deciding a claim to JSA or a claim of prejudice in making the decision.
16. Such complaints should be processed and action taken as in the Customer Service Shelf.

Explanations

17. Verbal explanations by the LM DM will, in the majority of cases, be given over the telephone. Face to face explanations should never be routinely offered to claimants as they will only be conducted in the rare instances where the claimant, the LM Decision Maker and their manager all agree that it is the most appropriate method.
18. An explanation may be given in:
 - writing; or
 - verbally.
19. A claimant need not have had an explanation prior to applying for revision of a decision or making an appeal against a decision.
20. If, after a basic explanation, the claimant still disputes the decision, explain that a Decision Maker can give a more detailed explanation. Alternatively, they can apply to have the outcome decision revised, where the Decision Maker(s) will reconsider the relevant component(s).
21. If the outcome decision is changed, a new SODN will be issued via JSAPS. The SODN will carry fresh dispute and appeal rights, where appropriate.
22. The SODN advises claimants to retain the notification and to contact the Jobcentre if they require an explanation of, or wish to dispute or appeal against, the decision.
23. In some cases, the claimant may not produce the SODN, however the procedures contained in this guide must be followed in all cases.
24. If a claimant asks to have a SODN explained, establish which component(s) of the SODN the claimant wishes to have explained. This can be done by reference to the SODN if the claimant has it when making the enquiry and/or by accessing dialogue JA320: Explanations and Reconsiderations,
25. Screen JA320323: Decision Picklist lists outcome decisions issued. The date of notification can be obtained from this screen.

Note: It may also be necessary to access dialogues JA120: Event Maintenance and JA570: Enquiry: Notification to establish the relevant component(s).

Establishing the relevant component

26. Before an explanation can be provided, it is necessary to establish what component part of the outcome decision requires explanation.
27. If a claimant's claim is processed clerically, it will be necessary to question the claimant in order to identify which outcome decision and which component(s) of that decision requires an explanation.
28. Information relating to decisions made on LM doubts can be accessed by using the LMS 'View referral/decision details' screen. This should also contain, in 'notes', the date on which the clerical outcome decision notification was issued.

Explaining the labour market component

Providing a basic explanation of the LM component

29. If the claimant wishes to have an explanation of the LM component of the SODN only, establish if it has previously been explained.
30. This may be done by:
 - reference to JSAPS dialogue JA320: Explanations and Reconsiderations; and/or
 - asking the claimant.
31. To give a basic explanation of the LM component:

Step	Action
1	explain what the LM doubt was; this may be established by reference to the: <ul style="list-style-type: none">• SODN; or• LMS 'View referral/decision details' screen;
2	check if the claimant has been given an explanation of the outcome decision previously;
3	explain the general procedures for resolving the doubt, for example, referral to the LM DM, and resulting decision incorporated into the SODN issued with the payment component;
4	obtain the casepapers returned by the SDM when the LM component was decided;
5	check the casepapers to see if all the questions sent to the claimant by the LM DM before the decision was given, were answered;
6	provide a basic explanation of the LM component;
7	explain the time limits relevant to revising the decision and appealing against the decision;
8	explain what options are available to the claimant;
9	keep a full record of the discussion and any further information relevant to the decision that the claimant provides.

32. If the claimant requests a basic explanation of a JSA/541 or JSA/543 decision, there will be no entry of the LM component on JSAPS. Follow the procedures outlined above, omitting references to JSAPS.
33. There will be no SODN as the LM decisions JSA/541 and JSA/543 are issued direct from DMAS.

Providing a basic explanation of the LM component - joint claim for JSA

34. When providing a basic explanation to either member of a joint claim couple, it should be recorded on JSAPS under both members NINOs.
35. When checking to see whether a basic or detailed explanation has been given previously, or an application for revision / appeal, it will be necessary to check on JSAPS under both members' NINOs / names.
36. Information regarding previous explanations of JSA/557 determinations are not available on JSAPS and can be found on LMS.

Basic explanation of the LM component previously provided

37. If the claimant has received a basic explanation of the LM component, offer him/her the opportunity to receive a explanation from the LM DM.
38. If the claimant does not wish to receive a detailed explanation and remains unhappy with the LM component, explain to him/her that he/she can apply to have the outcome decision revised or may appeal against it.

Detailed explanation of the LM component previously provided

39. If the claimant has received a detailed explanation of the LM component, ask if he/she wishes to speak to the LM DM again for further clarification. If the claimant wishes to do this, contact the LM DM for advice.
40. If the claimant does not wish to speak to the LM DM again, explain to them that they can apply to have the outcome decision revised or may appeal.

No previous explanation of the LM component provided

41. If the claimant has not received a previous explanation of the LM component, take the following action:
- offer, and provide where necessary, a basic explanation of the LM component; and
 - establish whether the claimant is satisfied with the basic explanation.

Claimant is satisfied after receiving the basic explanation of the LM component

42. If the claimant is satisfied after receiving the basic explanation check if there is an outstanding application for revision, using dialogue JA320: Explanations and Reconsiderations or appeal, using dialogue JA120: Event Maintenance.
43. If there is an application for revision or an appeal outstanding and the claimant is satisfied with the basic explanation of the LM component, ask whether they wish the application to continue; explain that a withdrawal must be in writing.
44. If there is no outstanding application to revise or appeal or the claimant is prepared to provide a written withdrawal of the application to revise or appeal

immediately, record in the Explanation/Statement Details screen JA320335 on JSAPS:

- a. the date the explanation was requested;
- b. the method of request;
- c. the date the explanation was given;
- d. that the claimant was satisfied with the outcome decision; and
- e. date LM basic explanation given.

45. If there is an outstanding application to revise or appeal at the time the claimant confirms they are satisfied with the basic explanation but they are not willing or able to provide an immediate written withdrawal of that application or appeal, ask whether they wish the application / appeal to proceed.

46. If the claimant does not wish the application to go ahead:

Step	Action
1	explain to the claimant that they will receive a letter asking them to confirm that they wish to proceed with the application for revision or appeal and unless they reply to it within 14 calendar days, confirming they wish to continue, no further action will be taken;
2	access dialogue JA530: Case Controls and set a user case control to mature in 14 calendar days - the description should be entered as [LM appeal withdrawal] or [LM reconsideration withdrawal] as appropriate and enter the 'Function code' as [01];
3	Access dialogue JA320: Explanations and Reconsiderations and record in the Explanation/Statement Details screen JA320335: <ul style="list-style-type: none">• date explanation requested;• method of request;• [LM basic explanation given j/s wants to withdraw appln to rev/appeal LM DM advised, case control set for 14 days;
4	contact or refer the case to the LM DM.

47. If the claimant wishes the application for revision / appeal to go ahead:

Step	Action
1	input dialogue JA320: Explanations and Reconsiderations;
2	in the Explanation/Statement Details screen JA320335, input [R] in the 'Result' field;
3	send the case to the LM DM

48. The LM DM will write to the claimant advising that the application to revise or appeal will not continue unless the claimant confirms, within 14 calendar days of the date of the letter that they want it to continue.

49. The LM DM will contact the Jobcentre to say whether the claimant has confirmed, in the 14 day period, that they want the application or appeal to continue.

50. If:

- the claimant wants to continue with the application/appeal;

- update the 'Result' field of JA320335 to show [R]; or
- the application for revision/appeal is not continuing update JA320335 by entering [S] in the 'Result' field.

Claimant is not satisfied after receiving the basic explanation of the LM component

51. If the claimant is not satisfied after receiving the basic explanation:

Step	Action
1	offer the claimant the opportunity to receive a detailed explanation from the LM DM;
2	record in the Explanation/Statement Details screen JA320335: <ul style="list-style-type: none"> • date explanation requested; and • method of request;
3	if the claimant does not wish to receive a detailed explanation and remains unhappy with the LM component, explain that he/she can apply to have the outcome decision revised or may appeal . Then record the result of the explanation as [R].

52. When the LM DM has provided the detailed explanation, they will contact the Jobcentre to advise whether the claimant was satisfied and of the date the detailed explanation was provided so that JA320335 can then be updated.

Explaining the payment component

Claimant requests an explanation of the payment component only

53. If the claimant's dissatisfaction is with the payment component of the outcome decision, they should be offered a basic explanation.

54. In addition, make the claimant aware of:

- the time limits relevant to revising the decision and appealing against the decision;
- what options are available to the claimant.

55. If the claimant wishes to have only the payment component of the outcome decision explained, establish if the component has previously been explained.

Basic explanation of the payment component previously provided

56. If the claimant has received a basic explanation of the payment component, offer him/her the opportunity to receive a detailed explanation from the payment DM.

57. If the claimant does not wish to receive a detailed explanation and remains unhappy with the payment component, explain to them that they can apply to have the outcome decision revised or may appeal.

Detailed explanation of the payment component previously provided

58. If the claimant has already received a detailed explanation of the payment component, explain to them that they may speak to the payment

Benefit Expert again for further clarification if required. If the claimant wishes to do this, contact the payment Benefit Expert for advice.

59. If the claimant does not wish to speak to the payment benefit Expert again, explain to them that they can apply to have the outcome decision revised or may appeal.

No previous explanation of the payment component provided

60. If the claimant has not received a previous explanation of the payment component of the outcome decision, take the following action:

- offer, and provide where necessary, a basic explanation of the payment component.
- following the basic explanation establish whether the claimant is:
 - satisfied; or
 - not satisfied.

Claimant is satisfied after receiving the basic explanation of the payment component

61. If the claimant is satisfied after receiving the basic explanation check if there is an outstanding application for revision using dialogue JA320: Explanations and Reconsiderations or appeal using dialogue JA120: Event Maintenance.
62. If there is an application for revision or an appeal outstanding and the claimant is satisfied with the basic explanation of the payment component, ask whether they wish the application to continue; explain that a withdrawal must be in writing.
63. If there is no outstanding application to revise or appeal or the claimant is prepared to provide a written withdrawal of the application to revise or appeal immediately, record in the Explanation/Statement Details screen JA320335 in dialogue JA320: Explanations and Reconsiderations on JSAPS.
64. If the claimant is satisfied with the basic explanation but still wants to continue with the application to revise or appeal:

Step	Action
1	input dialogue JA320: Explanations and Reconsiderations;
2	pass the case to the payment Benefit Expert

65. If the claimant is satisfied with the basic explanation but does not, or is not able to withdraw the application to revise or appeal immediately:

Step	Action
1	explain to the claimant that they will receive a letter asking them to confirm whether or not they wish to proceed with the application or appeal, and unless they reply confirming they want the application to continue, no further action will be taken;
2	access dialogue JA530: Case Controls and set a case control to mature in 14 calendar days;
3	access dialogue JA320: Explanations and Reconsiderations and in the Explanation/Statement Details screen JA320335 record:

	<ul style="list-style-type: none"> • date explanation requested; • method of request; [LM basic explanation given j/s wants to withdraw appln to rev/appeal case control set for 14 days];
4	refer or pass to the benefit processing section to take all further action.

Claimant is not satisfied after receiving the basic explanation of the payment component

66. If the claimant is not satisfied after receiving the basic explanation:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the Explanation/Statement Details screen JA320335 record: <ul style="list-style-type: none"> • the date the explanation was requested; • the method of request; • [basic exp given - referred to benefit processing];
2	offer the claimant the opportunity to receive a detailed explanation from the payment DM.

The SODN contains more than one LM component

67. If the claimant requires a basic explanation and the SODN contains more than one LM component, a basic explanation should be given on both components even though the claimant may be enquiring about only one.

68. Where the claimant is not satisfied after receiving a basic explanation, they should be offered a detailed explanation from the LM DM. If the local arrangement is for the casepapers to be held in the Jobcentre, a set of casepapers for each LM component included on the SODN, should be sent to the LM DM.

Explaining both components

Claimant requests an explanation of the LM and payment components

69. If the claimant wishes to have the LM and payment component of the outcome decision explained, establish if either component has previously been explained.

70. This may be done by:

- reference to JSAPS dialogue JA320: Explanations and Reconsiderations; and/or
- by asking the claimant.

Basic explanation of component(s) previously provided

71. If the claimant has previously been given a basic explanation of the LM and payment components but is still not happy with the outcome decision, offer the claimant the opportunity to receive a detailed explanation from a Decision

Maker. If the claimant wishes to receive a detailed explanation, refer to the appropriate Decision Maker(s).

72. If the claimant does not wish to receive a detailed explanation and remains unhappy with either component, explain to him/her that he/she can apply to have the outcome decision revised or may appeal.

Detailed explanation of component(s) previously provided

73. If the claimant has received a detailed explanation of the components, explain to them that they may speak to the relevant Decision Maker(s) again for further clarification if required. If the claimant wishes to do this, contact the relevant Decision Maker(s) for advice.
74. If the claimant does not wish to speak to the Decision Maker(s) again, explain to him/her that he/she can apply to have the outcome decision revised or may appeal.

No previous explanation of either component provided

75. If the claimant has not received any previous explanation of either component of the outcome decision:
- offer, and provide where necessary, a basic explanation of the LM and payment components; and
 - establish whether the claimant is satisfied with the basic explanation.

Claimant is not satisfied with LM component - satisfied with payment component

76. If, after receiving the basic explanation on both components of the outcome decision, the claimant is not satisfied with the LM component but is satisfied with the payment component, offer the claimant the opportunity to receive a detailed explanation from the LM DM.
77. If they do, record in the EXPLANATION/STATEMENT DETAILS screen JA320335 of dialogue JA320: Explanations and Reconsiderations:
- the date the explanation was requested;
 - the method of request; and
 - in the 'Explanation/Reconsideration Reason' field enter [Basic P & LM expl'n given j/s sat P but not LM. comp. LM aspect refd to LM DM].
78. When the SDM has given the detailed explanation, he/she will contact the Jobcentre in order that screen JA320335 can be updated with the date of explanation and the result of the explanation.

Claimant is satisfied with LM component - not satisfied with payment component

79. If, after receiving the basic explanation on both components of the outcome decision, the claimant is satisfied with the LM component but not the payment component, offer the claimant the opportunity to receive a detailed explanation from the payment Benefit expert.
80. If they wish to receive a detailed explanation:

Step	Action
1	<p>access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 record:</p> <ul style="list-style-type: none"> • the date the explanation was requested; • the method of request; • the date the explanation was provided; • [Basic P & LM expl'n given. J/s sat with LM but not P. Pyt component refd to benefit processing].

81. If the claimant does not wish to receive a detailed explanation but remains unhappy with the payment component, explain to them that they can apply to have the outcome decision revised or may appeal.

Claimant is not satisfied with either component

82. If, after receiving the basic explanation on both components of the outcome decision, the claimant is still not satisfied, offer the claimant the opportunity to receive a detailed explanation from the LM DM and/or the payment Benefit expert.

83. If they wish to receive a detailed explanation:

Step	Action
1	<p>access dialogue JA320: Explanations and Reconsiderations and in the Explanation/Statement Details screen JA320335 record:</p> <ul style="list-style-type: none"> • the date the explanation was requested; • the method of request; • the date the explanation was provided; • [Basic P & LM expl'n given j/s not sat with P or LM comp. LM aspect refd to LM DM. Pyt aspect to BDC].

84. If the claimant does not wish to receive a detailed explanation and remains unhappy with the components, explain to him/her that he/she can apply to have the outcome decision revised or may appeal.

Claimant is satisfied with both components after receiving the basic explanation

85. If the claimant is satisfied after receiving the basic explanation check if there is an outstanding application for revision or appeal.

86. If there is an application for revision or an appeal outstanding and the claimant is satisfied with the basic explanation of the both components, ask whether they wish the application to continue; explain that a withdrawal must be in writing.

87. If there is no outstanding application for revision or appeal, or the claimant is prepared to provide a written withdrawal of the application to revise or appeal immediately:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the

	<p>EXPLANATION/STATEMENT DETAILS screen JA320335 record:</p> <ul style="list-style-type: none"> • the date the explanation was requested; • the method of request; • the date the explanation was given; • input [S] in the 'Result@' field; and • [basic explanation given P & LM - J/S satisfied] in the 'Explanation / Reconsideration Reason' field.
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88. If the claimant is satisfied with the basic explanation but still wants to continue with the application to revise or appeal:

Step	Action
1	<p>access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 record:</p> <ul style="list-style-type: none"> • the date the explanation was requested; • the method of request; • the date the explanation was given; • input [R] in the 'Result' field; and • [basic explanation given P & LM - J/S satisfied] in the 'Explanation / Reconsideration Reason' field.
2	send the case to the appropriate Decision Maker.

89. If the claimant is satisfied with the basic explanation but does not or is not able to immediately withdraw the application to revise or appeal. after contacting the LM DM, take the following action:

Step	Action
1	explain to the claimant that they will receive a letter asking them to confirm that they wish to proceed with the application for revision or appeal and unless they reply within 14 calendar days, confirming they want to continue, no further action will be taken;
2	access dialogue JA530: Case Controls to set a user case control to mature in 14 days time;
3	<p>record in the EXPLANATION/STATEMENT DETAILS screen JA320335:</p> <ul style="list-style-type: none"> • date explanation requested; • method of request; • [Basic explanation P & LM given j/s wants to withdraw appln to rev/appeal case control set for 14 days] in the 'Explanation / Reconsideration' field;
4	access LMS and in the 'View referral/decision details' notes, record the fact that the claimant is satisfied with the basic explanation of the LM and payment components and has confirmed the intention to withdraw the application to revise / appeal;
5	input a workflow for 14 working days, as a reminder that the claimant is to withdraw the appeal.

90. If nothing is heard from the LM DM and/or the payment Benefit Expert and no action is taken on JSAPS to withdraw the application for revision/appeal within the 14 day period, a Work Available Report JA72539 will be produced for the following action to be taken:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 enter: <ul style="list-style-type: none"> • [S] in the 'Result' field.
2	access dialogue JA530: Case Controls to cancel the case control.

Explanations on clerical claims

91. Where a claimant's claim is operated clerically there is no facility to record the provision of a basic explanation on JSAPS.

LM component only

92. Where a claimant asks for a basic explanation of the LM component of an outcome decision:

Step	Action
1	provide the basic explanation;
2	update LMS in the 'notes' section of the 'view referral/decision details' screen showing that a basic explanation has been provided and the date;
3	complete sections A and B of the stencil 'Record of dispute process for clerical claims';
4	if the claimant is satisfied with the decision pass the stencil to the benefit processing section;
5	if the claimant requires a detailed explanation, send the stencil with the papers referred to the LM DM.

Payment component only

93. Where a claimant asks for a basic explanation of a payment component of an outcome decision,

Step	Action
1	refer the matter to the benefit processing section;
2	update LMS in the 'notes' section of the 'view referral/decision details' screen showing that the matter has been referred to the benefit processing section and the date it was referred.

Both components

94. Where a claimant asks for a basic explanation of both components of an outcome decision:

Step	Action
1	provide the basic explanation of the LM component;
2	explain to the claimant that the payment DM will provide the detailed explanation for the payment component;
3	refer the matter to the payment DM;
4	update LMS in the 'notes' section of the 'view referral/decision details' screen showing that a basic explanation of the LM component has been provided, that the claimant has been referred to the payment DM;
5	if the claimant is satisfied with the explanation of the LM component, complete parts A & B of the stencil 'Record of dispute process for clerical claims' to reflect this and pass the stencil to the benefit processing section marking the stencil as 'both';
6	if the claimant requires a detailed explanation of the LM component, complete two stencils sending one with the papers referred to the LM DM and mark as 'both' in section B and the other to the payment DM, marking section B as 'both'.

Giving a basic explanation to third parties

95. Occasionally a claimant will request a representative to act on their behalf; this may be an organisation such as:
- Citizens' Advice Bureau;
 - solicitors;
 - a welfare rights group; or
 - a person acting on their behalf such as:
 - a parent; or
 - friend.
96. Cases where authorisation must be obtained before any information can be divulged are set out in Appendix 5 of the Disclosure Guide; the claimant must have given written consent. If it is not attached it should be explained to the representative that written consent must be obtained before the explanation can be given.
97. If contact is via the telephone and the claimant is with the third party, they can give verbal permission for the case to be discussed.
98. The claimant must be discreetly questioned in order to establish the identity of the caller beyond doubt. In cases of doubt do not give an explanation until you are sure that the claimant has authorised disclosure. Failure to take adequate checks may result in a breach of confidentiality and leave a member of staff open to legal action.
99. When referring a case to the LM DM for explanation the LM DM must be advised that he/she will be speaking to a third party

Giving an explanation to people with special needs

100. It may be that a claimant with special needs requests an explanation of an outcome decision and that, in order to provide it, special arrangements need

to be made, for example, arranging for a sign language interpreter to be present.

101. If it is unlikely that such arrangements will be made and an explanation provided before the expiry of the dispute period, then form DR7 should be completed and an application to revise processed. This ensures that the claimant is not disadvantaged whilst the special arrangements are made.

Options available following the basic explanation

102. Following a basic explanation of the LM and/or payment components of the outcome decision, a claimant may still not be satisfied with the outcome decision or require further clarification of it.
103. The claimant may:
- have a detailed explanation from the LM DM and/or the payment Benefit Expert as appropriate;
 - apply to have the outcome decision revised; or
 - appeal against the outcome decision.
104. It is important that the claimant is fully aware of the time limits for applications for revision and appeal.

Request for written explanations

105. A claimant may request a written explanation of:
- an outcome decision;
 - component part of the outcome decision; or
 - JSA/541, JSA/543 or JSA/557 determination.
106. There is no difference between the content of a written statement and the content of a written explanation.
107. The difference between the two is when the request is received. When a request is received within the dispute period and a written response on any component of the SODN has not previously been issued, it is classed as a request for a formal written statement of reasons.
108. The effect of such a request is that it extends the time limit for revising and/or appealing by 14 calendar days from the expiry of the dispute period.
109. Establish whether there has already been a request received within the dispute period by accessing:
- a. dialogue JA320: Explanations and Reconsiderations;
 - b. dialogue JA510: Notepad Enquiry; and
 - c. the 'notes' screen in the 'View referral/decision details' screen on LMS.

Labour Market component only

110. If the request relates to the labour market (LM) component only and is received within the dispute period, take the following action:

Step	Action
1	locate the case papers returned to the Jobcentre, from the SDM, when the LM component decision was given;

2	attach the request to the case papers, where the request was made in writing;
3	where the request has been made verbally, record this on LMS in the 'notes' screen of the 'View referral/decision details' screen and print this screen to attach to the case papers;
4	record the request on LMS in the 'notes' screen of the 'view referral/decision details' screen and highlight that the request relates to the LM component;
5	record the request on JSAPS;
6	send the request to the LM DM, along with any DMA case papers relevant to all of the LM component(s) in question, clearly identifying the referral as 'Written statement requested' in red.

Note: The response must be issued by the SDM, within 14 days of the request being received. It is important therefore not to delay sending it to the LM DM.

111. When the LM DM has issued the written statement to the claimant, a notification of this will be sent to the Jobcentre, via DMAS.

112. When this is received;

Step	Action
1	attach it to any DMA case papers relevant to the decision;
2	enter in the notes space of LMS screen 'View referral/decision details' the date the written statement was issued;
3	access dialogue JA110: Maintain Notepad and enter the date on JSAPS that the written statement was issued and that it related only to the LM component(s).

Payment component only

113. If the request relates to the payment component only, take the following action:

Step	Action
1	record the request on LMS in the 'View referral/decision details' screen alongside the 'written statement requested' box
2	enter in the 'notes' that the request relates to the payment component;
3	record the request on JSAPS in dialogue JA320: Explanations and Reconsiderations;
4	pass to the payment Benefit Expert

Both components

114. If the request relates to both components, take action as above. If the request is by letter, photocopy this and send the original to the payment DM with a copy to the LM Decisions Maker .

115. The LM DM will provide an explanation of the LM component which is forwarded immediately to the payment Benefit expert who will issue the overall response, incorporating the LM explanation.

116. If the LM DM sends it direct to the payment Benefit Expert, a copy will also be sent to the Jobcentre. When this is received:

Step	Action
1	attach it to any DMA case papers relevant to the decision;
2	enter in the notes space of LMS screen 'iew referral/decision details' the date the copy was: <ul style="list-style-type: none"> received in the Jobcentre/Jobcentre Plus office; or passed to the payment Benefit Expert where applicable.

Written statement - input to JSAPS

117. If the request is received within the dispute period and no previous written statement has been issued:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the DECISION PICKLIST screen JA320323: <ul style="list-style-type: none"> select the relevant outcome decision; press F1 to go to the: <ul style="list-style-type: none"> EXPLANATION/STATEMENT DETAILS screen JA320335 if no explanations have been recorded for this outcome decision; or EXPLANATION PICKLIST screen JA320334 if any explanations have been recorded for this outcome decision;
2	press [ENTER] in this screen, after inputting the number of the explanation required to go to the: <ul style="list-style-type: none"> EXPLANATION/STATEMENT DETAILS screen JA320335;
3	If no explanations have been recorded for this outcome decision, record the following in the EXPLANATION/STATEMENT DETAILS screen JA320335: <ul style="list-style-type: none"> the date that the claimant requests the written statement in the: <ul style="list-style-type: none"> 'Explanation requested' field; and 'Written Statement requested on' field; method of request in the Method field; and [Refd to LM DM/Benefit Expert for written statement] in the 'Explanation/ Reconsideration Reason' field;

118. The benefit processing section will input the result of the explanation in all cases.

Request received outside of the dispute period or a written statement already issued

119. If the request is received either:

- within the dispute period, but a written statement of reasons has already been issued; or
- outside of the dispute period;

it is not classed as a formal written statement of reasons but a written explanation.

120. Written explanations must be issued immediately by the relevant Decision Maker/Benefit Expert, both in the interests of good customer service and also because the claimant will need the explanation before deciding whether to apply for revision or appeal.

121. The request or issue of a written explanation does not extend the time limit for dispute.

122. If a request for a written explanation is received:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 enter: <ul style="list-style-type: none">• the date the explanation was requested;• the method of request; and• [Refd to LM DM/Benefit Expert for response] in the 'Explanation/Reconsideration Reason' field.

Written statements on clerical claims

Labour market only

123. Where the claim is clerical and the request relates to a LM component only;

Step	Action
1	complete box D of the stencil 'Record of dispute process for clerical claims';
2	update LMS in the notes space of the 'view referral/decision details' screen showing the date the written statement is requested;
3	send the request, with the stencil attached, to the LM Decision Maker

124. The LM DM will complete part D of the stencil and send a copy of it directly to the Jobcentre/Jobcentre Plus office. The original should be retained with the case papers.

Payment component only

125. Where the claim is not registered on JSAPS and the request relates to a payment component only, pass the matter to the payment Benefit Expert who will complete copy of the stencil 'Record of dispute process for clerical claims' when they issue the written statement, where it relates to an outcome decision incorporating an LM component.

126. Record the date of this issue in the notes space of the 'view referral/decision details' screen.

Both components

127. Where the claim is not registered on JSAPS and the request relates to both components:

Step	Action
1	complete box D of the stencil 'Record of dispute process for clerical claims' showing: <ul style="list-style-type: none"> • date the statement was requested; and • that the request relates both components;
2	send a copy of the stencil to the payment Benefit Expert;
3	send a copy of the stencil to the LM DM along with the paperwork relating to the written statement;
4	update LMS in the notes space of the 'view referral/decision details' screen showing the date the written statement is requested.

128. When the payment Benefit Expert has issued the written statement, they will notify the Jobcentre of the date.

129. Record the date of this issue in the notes space of the 'view referral/decision details' screen.

Claimant wishes to receive a detailed explanation

130. If a claimant is not satisfied with the basic explanation of the outcome decision provided then they must be offered the opportunity to receive a detailed explanation from the relevant Decision Maker (DM).

Face to face explanations

131. Verbal explanations by the LM Decision Maker (SDM) will, in the majority of cases, be given over the telephone. Face to face explanations should never be routinely offered to claimants as they will only be conducted in the rare instances where the claimant, the LM DM and their manager all agree that it is the most appropriate method.

Detailed explanation required of the Labour Market component

132. If the claimant wishes to have a detailed explanation of the Labour Market (LM) component of the outcome decision, this will be provided by an SDM. Explain to the claimant that it will not necessarily be the LM DM that decided the LM doubt.

133. Advise the claimant that the purpose of the detailed explanation is to help them to understand how the LM component of the outcome decision was arrived at in order that they may then decide what further action to take, if appropriate.

134. If the claimant wants a detailed explanation from the LM DM, ask if they are willing for the LM DM to provide the explanation by telephone at a later time or on a later day, where the time limit for revision and appeals allows. This is to provide the LM DM with sufficient time to read the papers and provide a comprehensive explanation.

135. If the claimant agrees to this, record, on an ES589 or in client conversations on LMS, the details of the relevant telephone number and the times of day the claimant will be available to talk to the LM DM.

136. If the claimant agrees that the LM DM can contact him / her at a later date or time, either:
- telephone the LM DM and advise that a detailed explanation is required and of the contact number and date/time of availability; or
 - return the case papers, with a copy of the ES589 or a print out of the client conversations screen detailed above. Ensure that the case papers returned are clearly marked with the reason they are returned to the LM DM.
137. If the claimant agrees to the LM DM contacting them at a later date or time but do not have access to a telephone, ask if it is possible for them to return to the Jobcentre/Jobcentre Plus office at a later date/at an agreed time where the time limit for revision and appeals allows.
138. If the claimant does not agree to the LM DM contacting them at a later date or time and demands a detailed explanation immediately, either:
- telephone the LM DM and advise that a detailed explanation is required and of the fact the claimant is waiting in the Jobcentre to receive this; or
 - liase with the LM DM and fax the required paperwork to the LM DM to allow them to provide the detailed explanation.
139. If it is not possible to send the relevant casepapers to the LM DM for a detailed explanation, for example if the casepapers cannot be traced, then it will be necessary for Jobcentre staff to liase with the LM DM in order to agree the most appropriate course of action.
140. Where it is known that the claimant is potentially violent, the LM DM must be made aware of this when the referral for a detailed explanation is made.
Ensure that the referral for detailed explanation clearly highlights this.

Detailed explanation required of the payment component

141. If the claimant wishes to have a detailed explanation of the payment component of the outcome decision, this will be provided by the payment Benefit Expert.
142. Explain to the claimant that, it may be the payment Benefit Expert that decided the payment issue or, if this is not possible for operational reasons, by another DM or appropriate officer.
143. Advise the claimant that the purpose of the detailed explanation is to help the claimant understand how the payment component of the outcome decision was arrived at so that he/she may then decide what further action to take.
144. The process of referring the matter to the payment Benefit Expert depends on local arrangements. If there is a suitably experienced member of staff based within the Jobcentre/Jobcentre Plus office then it may be simply a matter of passing the matter over to that member of staff. If, however, there is no one suitably experienced, then other arrangements will have to be made.
145. Ensure that however the matter is referred to the payment Benefit Expert, it is referred as quickly as possible, in the interests of maximum customer service.

Action following the detailed explanation

146. Following a detailed explanation, the LM Decision Maker will contact Jobcentre staff so that JSAPS can be updated with the result of the detailed explanation.
147. How this is done depends on local arrangements. Some may agree to do this by telephone, some may use the locally prepared stencils
148. When the LM DM feeds back the result of the detailed explanation:
- if the claimant is happy with the explanation/decision and does not wish to apply for revision or appeal:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 enter: <ul style="list-style-type: none">• [Det. Exp. LM - J/S sat] in the 'Explanation/Reconsideration Reason field'; and• [S] in the 'result' field.

- if the claimant is not happy with the explanation/decision and wishes to apply for revision or appeals:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 enter: <ul style="list-style-type: none">• [R] in the 'result' field.
2	consider revision action.

- if the claimant is not happy with the explanation/decision and does not wish to apply for revision or appeal:

Step	Action
1	access dialogue JA320: Explanations and Reconsiderations and in the EXPLANATION/STATEMENT DETAILS screen JA320335 enter: <ul style="list-style-type: none">• [S] in the 'result' field.

Claimant queries Labour Market component prior to issue of SODN

149. On occasions, a claimant may enquire about a decision given on a JSA Labour Market (LM) doubt before the Single Outcome Decision Notification (SODN) is issued. This usually happens where payment of JSA has been inhibited following input of an adverse sanction decision to dialogue JA210: Maintain Suspension and Decision Details.
150. Where this happens:
- check the casepapers returned from the LM Decision Maker when the LM doubt was decided. If there are any unanswered enquiries sent to the claimant, ask the claimant to provide the information requested;

- give the claimant a general outline of what has happened in relation to the LM doubt;
 - explain that the LM doubt has been decided; and
 - that details of this have been passed to the benefit processing section for them to decide the effect on payment of JSA and to issue the formal decision notification.
151. If, during the course of the conversation with the claimant, additional evidence or information is provided relevant to the LM doubt, this should be recorded on form DR7.
152. If the claimant asks when the decision will be made and the decision notification issued, contact the payment Benefit Expert, in accordance with local arrangements to establish this. Inform the claimant accordingly.
153. If the claimant is content with the information provided, take no further action. It will not be possible to record a basic explanation on JSAPS because no SODN has been issued.
154. If the claimant asks for any information relating to the LM decision refer the matter to the LM DM for this to be provided.
155. If the claimant asks for the decision to be looked at again, record any additional information on a form DR7 and refer to the LM DM for a reconsideration to take place.
156. If the claimant is unhappy with the LM DM's decision on the LM doubt, does not want it reconsidered but instead wants to appeal, explain that an appeal cannot be processed until the SODN has been issued, that is the actual decision against which to appeal.
157. Issue form GL24 to the claimant and advise that this should be completed when the SODN is received, if an appeal is still required at that time.
158. If the claimant insists on completing form GL24 before the issue of a SODN, this may be done although, it will not be possible to process this until the date of the SODN is entered on the form.

Reconsiderations

159. An outcome decision may be revised, following:
- an application for revision made by the claimant, or the claimant's representative; or
 - Jobcentre Plus staff acting on behalf of the Secretary of State identifying circumstances that may lead to a revised decision.
160. Any application must be received within the dispute period. In certain situations, it may be possible to revise an outcome decision if the application is received outside of the dispute period.
161. Following an application to revise, the relevant Decision Maker (DM) will reconsider the relevant component of the outcome decision to see if it can be changed.
162. When they have reconsidered the component(s), the appropriate notification will be issued to the claimant advising of the action taken.

163. It is important to remember, when advising claimants, that it is the outcome decision to which the application to revise relates and not the individual components within that outcome decision.
164. Where there is more than one LM component within a Single Outcome Decision Notification (SODN), the LM Decision Maker must establish which component(s) the application relates to.
165. Where the claimant does not apply for all of the LM components to be reconsidered, the LM DM should ensure the claimant is aware of the probable implications of revising some, but not all of the LM components.
166. It is also important to stress to claimants that although the LM component may be changed, following an application to revise the outcome decision, the final decision on the payment of JSA rests with the payment Benefit Expert.
167. Where the claimant applies to have the outcome decision revised, the application may be:
- recorded on form DR7; or
 - in a letter.
168. It is not necessary for the claimant to sign a DR7 before an application to revise can be processed. If, however, the DR7 is completed with the claimant in attendance, a signature should be obtained at the time of completion.

Revisions instigated by the Secretary of State

169. Where the revision is instigated by Jobcentre staff, form DR7 must be completed and attached to the casepapers for referral to the SDM or payment DM.
170. In these cases, it is not necessary to record the details in dialogue JA320: Explanations and Reconsiderations.

Application to revise made by letter

171. A claimant may write in to ask that the outcome decision be revised. It may be that the letter specifically requests that they wish the LM DM to look again at the outcome decision or component(s) of that outcome decision, as opposed to a letter querying why a decision was made.
172. This would most probably be a request for an explanation/written statement of reasons. However, if it is clear, from that letter, that the claimant is asking for a revision, it must be treated as an application for revision.
173. If the letter relates to the LM component(s) of the outcome decision it should be attached to the DR7 and casepapers to be submitted to the LM DM. The LM DM should contact the claimant to offer a detailed explanation of the decision.
174. If the letter relates to the payment component(s) of the outcome decision it should be attached to the DR7 and casepapers to be submitted to the payment DM.
175. If, on receipt of the letter, there is any doubt as to whether it is an application for revision, contact the relevant DM for advice on how to proceed.
176. If a letter of complaint about a decision is received, this must be treated as though it were an application for revision.

Further information provided by claimant

177. The claimant may provide further information after the LM DM has decided the JSA LM doubt but prior to the issue of the SODN. This further information may, for example, be provided when the claimant completes a previously unanswered enquiry.

178. When further information is provided:

Step	Action
1	record the further information, either on the enquiry form sent by the SDM or on form DR7;
2	inform the claimant that the case will be referred back to the LM DM for reconsideration;
3	attach the further information to the casepapers returned by the LM DM when the JSA LM doubt was decided;
4	refer the case to the LM DM on an ES66 as a reconsideration;
5	update LMS to record the referral for reconsideration using the 'Rec/App' screen.

Late response received by LM Decision Maker

179. A response to an enquiry sent by the LM DM prior to deciding the LM doubt may be received after the doubt is decided. In these cases, the LM DM may ask for the casepapers to be returned for reconsideration.

180. The LM DM will contact the jobcentre/Jobcentre Plus office to ask that:

- a reconsideration is logged onto LMS; and
- the reconsideration be referred for decision on a referral form ES567 under an ES66.

181. Do not issue an ES48R to the claimant or update JSAPS at this stage.

182. If, following reconsideration, it is appropriate to change the LM component of an outcome decision, the LM DM will;

- instruct the jobcentre/Jobcentre Plus office to issue the ES48R letter to the claimant; and
- give the revised decision and produce a notification via DMAS.

183. When the revised decision is received, it should be input to JSAPS in dialogue JA210: Maintain Suspension and Decision Details. There is no requirement to enter any information to dialogue JA320: Explanations and Reconsiderations because the revision was not initiated by the claimant.

184. If, following reconsideration, it is not appropriate to change the LM component of an outcome decision, the LM DM will;

- issue a 'not revised' notification via DMAS and return this and associated casepapers to the jobcentre/Jobcentre Plus office; and
- annotate that form ES48R must not be issued to the claimant.

185. There is no requirement to input to JSAPS in this situation

Claimant applies for revision

186. The majority of applications for revision of an outcome decision will result from discussion between the claimant and Jobcentre Plus staff during or after the explanation process.

187. If the claimant wishes to apply for revision of the outcome decision:

Step	Action
1	confirm which component(s) of the outcome decision the claimant wishes to have reconsidered;
2	check to see whether the claimant has: <ul style="list-style-type: none">• had an explanation of;• applied for revision of; or• appealed against the outcome decision/relevant component part(s);
3	if the claimant does not want an explanation or has had the relevant explanation(s) and wishes to apply for revision, complete form DR7 in relation to the relevant component(s);
4	If the claimant is on the telephone at the point an application for revision is identified, complete form DR7 on behalf of the claimant;
5	check that the application has been received within the dispute period;
6	refer the DR7 to the LM Decision Maker or payment Benefit Expert as appropriate;
7	update LMS/JSAPS as appropriate.

Labour Market component only

188. When the claimant has applied for revision of the outcome decision and wishes the LM DM to reconsider the LM component, the casepapers must be submitted for reconsideration to take place.

189. Take the following action:

Step	Action
1	attach the letter, DR7 and any other documentation to the casepapers returned when the LM DM decided the LM doubt;
2	invoice the submission on an ES66
3	update LMS to register the reconsideration of the LM component using the 'view referral/decision details' and 'Rec/App' screens;
4	issue ES48R if appropriate;
5	update JSAPS by recording the date of the application to revise in the 'Start date' and 'Aspect' fields in screen JA320327 of dialogue JA320: Explanations and Reconsiderations.

More than one LM component

190. When the claimant applies for revision of more than one LM component within a SODN, each component will be reconsidered by the LM DM. Where this happens, it is important to remember that it is the overall result, of reconsidering all LM components, that will be entered onto JSAPS.

191. The DMAS notifications generated following the LM DM's reconsideration must all be cross referred and show the overall result to be input to JSAPS dialogue JA320: Explanations and Reconsiderations.

Payment component only

192. When the claimant has applied for revision of the outcome decision and wishes for the payment Benefit Expert to reconsider the payment component, the method of referral will depend on local arrangements.
193. Ensure that however the application is submitted to the payment Benefit Expert, it is done without delay.
194. In addition to sending the DR7 or letter and/or additional information to the payment DM, update JSAPS via dialogue JA320: Explanations and Reconsiderations, with the start date and aspect of the reconsideration, in screen JA320327

Both components

195. When the claimant applies for revision of both components, different arrangements apply in relation to what should be input to JSAPS. The arrangements have been designed so that the correct SODN is issued to the claimant when both the LM DM and the payment Benefit Expert have reconsidered the components.

196. When updating JSAPS:

Step	Action
1	access dialogue JA210: Maintain Suspension and Decision Details, screen JA210212 for the relevant decision and: <ul style="list-style-type: none">• set the 'Jobcentre Plus Action' field to [O];
2	access dialogue JA320: Explanations and Reconsiderations, screen JA320327 and: <ul style="list-style-type: none">• enter the start date; and• aspect for reconsideration.

Claimant disputes a credits decision

197. Credits decisions are Single Outcome Decisions in the same way as decisions made on the entitlement or the payment of JSA. Consequently, such decisions have the same dispute and appeal rights.
198. Where a claimant disputes the credits decision and the decision was based on an opinion by the LM DM, the procedures to follow are exactly the same as for a dispute against a SODN on entitlement or payment of JSA although, when referring the matter to the LM DM, it will be necessary to amend the DR7 to show why the referral is being made.
199. The claimant may receive a basic explanation of the LM component of the decision from Jobcentre staff or may receive a more detailed explanation from the LM DM. Any explanations provided or requests for reconsideration should be recorded on JSAPS and LMS as normal.

Application to revise on clerical claims

LM component only

200. If the claim is not registered on JSAPS at the time of the application to revise:

Step	Action
1	complete form DR7;
2	complete the relevant parts of Box E of the stencil 'Record of dispute process for clerical claims', marking it as [LM] and pass a copy to the payment DM;
3	register the application to revise on LMS using the 'Rec/App' screen;
4	submit to the LM Decision Maker.

Payment component only

201. If the claim is not registered on JSAPS at the time of the application to revise:

Step	Action
1	inform the payment Benefit Expert of the application to revise
2	update LMS in the 'notes' facility of the 'view referral/decision details' screen, with the fact the application has been passed to the payment Benefit Expert and of the date it was passed

Both components

202. If the claim is not registered on JSAPS at the time of the application to revise:

Step	Action
1	complete form DR7 in relation to the LM component only;
2	inform the payment DM of the application to revise the payment component;
3	register the application to revise the LM component on LMS using the 'Rec/App' screen and update the 'notes' facility of the 'view referral/decision details' screen, with the fact the application has been passed to the payment Benefit Expert and of the date it was passed;
4	complete the relevant parts of Box E of the stencil 'Record of dispute process for clerical claims', marking it as [Both] and pass a copy to the payment Benefit Expert;
5	submit the LM aspect to the LM DM.

Action following the LM Decision Makers reconsideration

Labour Market component(s) only reconsidered and changed

203. When the LM Decision Maker has reconsidered the Labour Market (LM) component of the outcome decision, the component or determination, will have been either:

- revised;
- superseded: or
- not changed.

204. Where the SODN contains more than one LM component, the LM DM will reconsider each component. However, as it will be the overall result of the outcome decision and not the individual components which will be input to JSAPS, the LM DM will annotate the DMAS notifications with the overall result.

Revised decision given following reconsideration

205. On receipt of the notification of the LM DM's reconsideration:

Step	Action
1	input to the LMS 'Rec/App' screen: <ul style="list-style-type: none"> • when 'FAVA' appears in the 'outcome' space of the DMAS notification, input: <ul style="list-style-type: none"> ◦ [Favourable allowed]; • when 'FAVD' appears, input: <ul style="list-style-type: none"> ◦ [Favourable disallowed] • when 'UFAV' appears input: <ul style="list-style-type: none"> ◦ [Unfavourable];
2	access dialogue JA320: Explanations and Reconsiderations and update screen JA320327;
3	press [F4] to fastpath to dialogue JA060: Register Claim/Event;
4	record a change of circumstances with a sub event type of 'Reconsideration';
5	access dialogue JA210: Maintain Suspension and Decision Details and input the outcome.

Superseding decision given following reconsideration

206. If the LM DM returns a superseding decision, the input to JSAPS is different from a revised decision or no change.

207. A superseding decision can be identified because the DMAS notification, in the 'Outcome' field will show:

- [SALL];
- [SDIS];
- [SSUP]; or
- [SNSU]

208. When the LM DM returns one of the superseding decisions detailed above:

Step	Action
1	input [superseded] in the LMS 'Rec/App' screen;
2	access dialogue JA320: Explanations and Reconsiderations and update screen JA320327 with the result [N];
3	press [F4] to fastpath to dialogue JA060: Register Claim/Event;

4	record a change of circumstances with the event type of 'LM decision';
5	access dialogue JA210: Maintain Suspension and Decision Details and input the outcome.

209. When updating dialogue JA210: Maintain Suspension and Decision Details with the LM decision details, it is important to use the correct option in the 'decision' field of screen JA210212.

210. The [REVD] option should be used in all cases unless the decision is showing as 'SSUP' or the LM DM has given a superseding decision allowing the matter from the start of the original period of disallowance, in which case, the [REVA] option should be used.

211. This ensures the correct wording appears on the Single Outcome Decision Notification.

Example 1

- Original period of disallowance was 1 Jul 2000 to 20 Nov 2000;
- on 30 Jul 2000, the SDM gives a 'SALL' decision stating the matter is allowed from 1 Jul 2000;
- enter [REVA] in dialogue JA210;
- blank out the decision period fields.

Example 2

- Original period of disallowance was 1 Jul 2000 to 20 Nov 2000;
- on 30 Jul 2000, the SDM gives a 'SALL' decision stating the matter is allowed from 23 Jul 2000;
- enter [REVD] in dialogue JA210;
- change the dates of the decision period to show 1 Jul 2000 to 22 Jul 2000.

Both components reconsidered Labour Market component changed

212. When the application to revise involves both components, on receipt of the notification of the LM DM's decision:

Step	Action
1	input details to the LMS 'Rec/App' screen;
2	access dialogue JA530: Case Controls and set a case control to mature immediately to inform the benefit processing section that the LM component has been reconsidered;
3	pass a copy of the DMAS notification to the benefit processing section.

No change - Labour Market component only reconsidered

213. It may be that, the LM component remains unchanged. If this happens, the SDM sends a notification of this, via DMAS, to the Jobcentre.

214. On receipt of this:

Step	Action
1	record the result in dialogue JA320: Explanations and Reconsiderations, screen JA320327 as [N];
2	The 'end date' field is updated upon exiting the screen.

No change - both components reconsidered

215. If, following a reconsideration of both components, the LM component remains unchanged the LM DM sends a notification of this, via DMAS, to the Jobcentre.
216. Enter the notification decision on LMS using the 'Rec/App' screen. There is no requirement to enter 'no change' on to JSAPS.

The dispute period

217. The dispute period is the period within which claimants must make an application for revision of, or an appeal against, the outcome decision, if they wish to do so.
218. Whilst it is possible to admit late applications to revise or late appeals, the Tribunal Service decide on late appeals, claimants have to show there were special circumstances for lateness if made outside of the dispute period.
219. The date the dispute period starts is the day after the claimant was given or sent the outcome decision. The dispute period lasts for one calendar month.
220. If the date the decision notification is issued cannot be proved beyond doubt, as is usually the case when it is issued by an IT system - the date it was posted cannot usually be proven - then the general policy is to accept disputes received one day after the expiry of the dispute period.

Examples of how to calculate the dispute period

Example 1

- SODN issued via JSAPS 19.10.99;
- the dispute period commences 20.10.99;
- the calendar month ends 19.11.99;
- the dispute period ends 19.11.99 but if the application or appeal is received 20.11.99 it should be accepted as being in time because the day of posting cannot be proved beyond doubt.

Example 2

- SODN issued via JSAPS 19.10.99;
- SODN issued by hand to a claimant 21.10.99;
- the dispute period commences 22.10.99;
- the dispute period ends 21.11.99;
- there is no addition of a further day because there is no doubt when the SODN was given to the claimant.

Example 3

- SODN issued via JSAPS 01.12.99;
- the dispute period commences 02.12.99;
- the calendar month ends 01.1.00;
- the dispute period ends 01.1.00;

- the dispute period ends 01.01.00 but if the application or appeal is received 02.01.00 it should be accepted as being in time because the day of posting cannot be proved beyond doubt.

Example 4

If a claimant requests a written statement of reasons for the outcome decision, within the dispute period, that dispute period is extended by a further 14 calendar days.

- SODN issued via JSAPS 01.12.99;
- the dispute period commences 02.12.99;
- the calendar month ends 01.01.00;
- the dispute period ends 01.01.00;
- claimant requests a written statement of reasons 29.12.99;
- the dispute period ends 14 calendar days after the expiry of the dispute period on 15.01.00.

Absolute time limit

221. There is an absolute time limit for revising decisions, although this does not apply to outcome decisions where JSA is not payable due to a JSA LM sanction or to a JSA/557 determination.
222. This time limit is thirteen months after the date the decision was notified to the claimant, taking into account where the decision notification was produced by an IT system, detailed in the examples above.
223. If a claimant disputes a decision made after the absolute time limit, process this in the same way as for late disputes.

Late disputes

224. A late dispute arises when a claimant applies to have an outcome decision revised or makes an appeal outside of the dispute period.
225. Outcome decisions can only be revised outside of the dispute period if:
- following an application to revise from the claimant, the relevant DM, as appropriate, accepts the claimant's reasons for the lateness of the dispute; or
 - the revision is initiated by Jobcentre/Jobcentre Plus office staff and the relevant Decision Maker (DM), is satisfied that specific criteria apply.
226. If any member of staff identifies circumstances that may lead to a revised decision of an outcome decision, and the identification takes place outside of the dispute period, contact the relevant DM, as appropriate for advice.
227. If a claimant wishes to apply for a revision of an outcome decision and that application would be outside of the dispute period, identify which component(s) of the outcome decision the claimant applies to have revised.

Labour Market component

228. An outcome decision stating that JSA is not payable for a period in accordance with Sections 19 and 20A of the Jobseeker's Act, for sanctions can be revised at any time.

229. This means that if:

- a claimant applies to have an outcome decision revised; and
- the outcome decision states that JSA is not payable because of the fact that the Sector Decision Maker (SDM) decided a sanction was appropriate;

the application should not be treated as late and should be processed as an in time application.

230. If it is not possible for the claimant to provide reasons for the late application, for example, the claimant refuses or cannot be contacted, it is still possible to submit the case to the SDM. If reasons for lateness are provided however, it will enable the SDM to process the application more quickly.

231. Advise the claimant that, as the application has been made outside the dispute period, the SDM will first have to decide whether the dispute can be accepted and, if it can, will then look at whether the LM component can be changed.

232. If the SDM does not accept the late dispute, advise the claimant that a notification of this will be issued. Once a late application has been refused, it may not be renewed, although the claimant will still have the option of appeal against the outcome decision, although only The Appeals Service (AS) can admit a late appeal.

Payment component

233. If a claimant applies outside of the dispute period to have an outcome decision revised and the reconsideration would relate only to a payment component, ask the claimant to provide their reasons for not applying within the dispute period.

234. If it is not possible for the claimant to provide reasons for the late application, it is still possible to submit the case to the payment DM. If reasons for lateness are provided however, it will enable the payment DM to process the application more quickly.

235. Advise the claimant that as the application has been made outside the dispute period, the benefit DM will first have to decide whether the dispute can be accepted and, if it can, will then look at whether the payment component can be changed.

236. If the payment DM does not accept the late dispute, advise the claimant that a notification of this will be issued. Once a late application has been refused, it may not be renewed, although the claimant will still have the option of appeal against the outcome decision, although only the AS can admit a late appeal.

Both components

237. The SDM and the payment DM will liaise with each other in determining the question of lateness and whether the application can be accepted.

Sector Decision Maker decision - late disputes

Labour Market component only – revised

238. If the late application to revise related only to a Labour Market (LM) component and the Sector Decision Maker (SDM) has changed the LM component take action as for an in time decision.

Labour Market component only - not revised

239. The SDM may choose not to change the LM component of the outcome decision either because:

- the reasons for the late dispute cannot be accepted; or
- although the reasons for lateness can be accepted, there are insufficient reasons to change the LM component.

240. The DMAS notification will indicate the reason for not revising the LM component. It is essential the correct procedures are followed when inputting this information to JSAPS to ensure that the notification issued to the claimant is the correct one.

241. If the SDM chooses not to revise the LM component because:

- the late dispute is not accepted, for example, the reasons provided by the claimant for being late are not sufficient in the opinion of the SDM:
 - input [R] to the 'result' field of screen JA320327 of dialogue JA320: Explanations and Reconsiderations;
- there are insufficient reasons to revise, even though the late dispute is accepted:
 - input [N] to JA320327.

242. If the SDM has not revised the LM component because the reasons for late dispute are not accepted, JSAPS will not issue a notification to the claimant.

243. The information must be passed to the benefit payment section so that a clerical notification advising the claimant that the late dispute has not been accepted, can be issued.

244. Record the date that the DMAS notification was passed to them in the 'notes' facility of the 'view referral/decision details' screen on LMS.

245. When the notification has been issued, update LMS in the 'notes' facility of the 'view referral/decision details' screen.

Both components - revised

246. If the late application to revise related to both the LM and the payment component(s) of the outcome decision and the SDM has changed the LM component:

Step	Action
1	input details to the LMS 'Rec/App' screen;
2	access dialogue JA530: Case Controls and set a case control to mature immediately to inform the benefit processing section that the LM component has been reconsidered;
3	pass a copy of the DMAS notification to the benefit processing section.

Both components - late dispute accepted - not changed

247. If the late application to revise relates to both the LM and the payment component(s) of the outcome decision and, although the SDM considers the reasons for lateness are sufficient but has still not revised the LM component:

- enter the notification decision on LMS using the 'Rec/App' screen. There is no requirement to enter 'no change' on to JSAPS

Both components - late dispute not accepted

248. If the late application to revise relates to both the LM and the payment component(s) of the outcome decision and, the SDM has not accepted the reasons for lateness;

Step	Action
1	access dialogue JA530: Case Controls and set a case control to mature immediately to inform the benefit processing section that the SDM has decided the lateness issue;
2	pass a copy of the DMAS notification to the benefit processing section.

Action following issue of late dispute notification

249. When a notification has been issued to the claimant advising that the late dispute cannot be accepted, the Jobcentre/Jobcentre Plus office will be informed of the date this was issued.

250. Record this information in the 'notes' space of the 'view referral/decision details screen' on LMS.

Claimant wishes to appeal

251. If a claimant wishes to appeal he may do so at any time following the issue of the SODN or JSA/541 or JSA/543 decision from DMAS.

252. The appeal can be made prior to, or instead of, accepting the offer of an explanation or applying for revision. In these circumstances a GL24 will be issued.

253. The claimant should be advised that full details of:

- which component(s);
- the reasons why they disagree with the outcome decision; and
- any further information they have;

should be included on the form.

254. They should also be advised:

- of the time limit for returning it; and
- that there is no right of appeal against a JSA/557 determination.

Record of dispute process for clerical claims

Box A: General details		
Claimant's name	NINo	Tel no

Date of claim/....../....	Date outcome decision was issued/....../....
Component queried P/LM/Both*	Form to DM for P/LM*/....../....

Box B: Basic explanations		
Basic explanation requested	Basic explanation given	Claimant satisfied?
Component: L/P/Both*	P/LM/....../....	Y/N*
Detailed explanation required	Referred to SDM/Payment	
P/LM/Both*	DM/....../....	
Notes		
Completed by (initials)	Date/....../....	Location Tel no

Box C: Detailed explanations	
Detailed explanation given/....../....	Claimant satisfied? Y/N*
Completed by(initials) Date/....../....	Location

Box D: Written statement of reasons	
Written statement requested P/LM/Both*/....../....	Form to DM * for P/LM*/....../....
End of dispute period extended to/....../....	Written statement issued/....../....
Completed by(initials) Date/....../....	Location Tel no

Box E: Applications for revision	
Application for revision received P/LM/Both*/....../....	DR7 completed/....../....

Outcome decision reconsidered/....../....	Result A/F/N/R/W*
Completed by(initials)	Location
Date/....../....	Tel no

Box F: Appeals	
Appeal received/....../...	Passed to appeals section/SDM/...../.....
Result of appeal	
Completed by(initials)	Location
Date/....../....	Tel no

*Delete as appropriate

Notes on completion

Use this form to record each stage of the dispute process for clerical claims. In joint claims cases, the 'Details Box' should give details of the decision that is being disputed and the name of the claimant to which the decision refers.

The 'Notes' space should be annotated:

- with the name of the member that is disputing the decision, this may be the same person as in box 'A;' and
- 'JC' to show that it is a joint claim for JSA.

If the claimant is querying/disputing both LM and Payment components, complete a separate form for each component and pass to the relevant DM.

If the claimant is only querying/disputing one of the components of an outcome decision, send a copy of the form to the relevant DM to inform them of the steps taken, for example, if a claimant asks for an explanation of an LM component, complete:

- boxes A & B and pass form to SDM for a detailed explanation; and
- box C, when outcome of detailed explanation is known:

then send a copy of the form to the benefit processing section.

Record the result as follows in Box E:

Result	Record as
A	Adverse
F	Favourable

N	No change
R	Rejected
W	Withdrawn

Record of application for revision of an outcome decision - DR7

Parts 1 to 3 - for official use only

Part 1: Claimants details	
Surname	
Mr Mrs Miss Ms	
Other names	
Jobcentre Plus office	
Date of birth	
National Insurance (NI) number	

Part 2: Decision details	
Date of Labour Market decision(s)	
Date of outcome decision	
Date outcome decision issued (if different from date above)	
System reference number	
If no reference number is available give a brief description of the outcome decision.....	
Is a copy of the outcome decision attached?	

Part 3 Contact Details	
How was the application for revision made?	Phone caller letter
Date application received	
Officer's name	
Location and phone number	

Part 4: Disputes		
Is the claimant satisfied with the outcome decision?	No Yes	If No, please say which part of the decision the claimant disagrees with
Reasons why the claimant disagrees with the outcome		

Does the claimant have any further information or any new/additional evidence to support the dispute?	No Yes	If Yes, please say what evidence
Is this application for revision within one month of the date of issue of the outcome decision?	No Yes	If No, please explain why it is late

Part 5: Claimant's signature	
The claimant does not have to sign the form. We will still look at the claim again.	
Signature
Date/...../.....

Examples

255. The following are examples of:

- establishing the component of a Single Outcome Decision:
 - LM component;
 - payment component;
 - both components;
 - more than one LM component;
- a Single Outcome Decision Notification;
- LM only basic explanation (sanction);
- LM only basic explanation (entitlement);
- Payment Only Basic Explanation;

LM component

- SODN issued;
- it includes the payment component advising the claimant that JSA cannot be paid from 20/Nov/99 to 17/Dec/99;
- it also includes the LM component stating that the claimant left employment voluntarily without just cause;
- the sanction is applicable for the period 20/Nov/99 to 17/Dec/99.
- the claimant disagrees with the decision that he left his employment voluntarily;
- as this is the only reason in that outcome decision for JSA not being payable, this should be processed as a basic explanation of, or an application to revise, as applicable, the LM component only.

Payment component

- SODN issued;
- it includes the payment component advising the claimant that JSA cannot be paid from 20/Nov/99 to 17/Dec/99 due to the fact that the claimant has earned above the prescribed limit in her part time job;
- claimant wishes to know why her earnings are considered to be in excess of the prescribed limit;
- as this is purely a payment issue, the matter should be processed as such.

Both components

- SODN issued;
- it includes:
 - the payment component advising the claimant that JSA cannot be paid indefinitely due to the fact that the claimant has savings above the prescribed limit;
 - the payment component advising the claimant that JSA cannot be paid from 20/Nov/99 to 17/Dec/99; and
 - the LM component stating that the claimant left employment voluntarily without just cause - the sanction is applicable for the period 20/Nov/99 to 17/Dec/99;
- the claimant wishes to appeal because she does not think she left her employment voluntarily;
- she also disagrees with the fact she has too much capital;
- as the dispute concerns both components, it must be processed jointly.

More than one LM component

- SODN issued;
- it includes:
 - the payment component advising the claimant that JSA cannot be paid from 20/Nov/99 to 17/Dec/99; and
 - the LM component stating that the claimant refused employment and a sanction is applicable for the period 20/Nov/99 to 17/Dec/99; and
 - the LM component stating that the claimant refused employment and a sanction is applicable for the period 20/Nov/99 to 10/Dec/99.
- the claimant believes he has good cause for refusing one of the employments;
- during the basic explanation the claimant should be advised that if one of the LM components is changed the other sanction will remain in force;
- any change in payment will be the responsibility of the benefit payment section;
- when a detailed explanation or reconsideration has been requested, both sets of casepapers should be sent to the SDM if these are held in the Jobcentre.

Example of a Single Outcome Decision Notification

Your reference is: [National Insurance number]
Please tell us this number if you get in touch with us
Office address

Claimant's address

Telephone number

Date

Dear

YOUR CLAIM FOR JOBSEEKER'S ALLOWANCE

You claimed Jobseeker's Allowance from [Date Text] but we cannot pay you until [Date].

We recently told you that a decision would be made about a doubt:

- on the circumstances in which your job with [Company Name] ended. We have now decided that you lost this job because of your misconduct. This decision applies from [Date] to [Date].

If you are looking for work, and you intend to dispute or appeal against this decision, or to apply for hardship payments, you should continue to provide signed declarations as instructed on your ES40.

We cannot pay you because you will have more money coming in than the law says you need to live on.

We cannot award National Insurance credits for this period.

We have used the tax years ending [Date] and [Date] to assess your claim.

From [Date] your Jobseeker's Allowance will be [£] a week.

We cannot pay Jobseeker's Allowance for the first 3 days of your claim. Ask us if you want to know more about this.

The attached sheet shows how we worked this out. If you want more information please get in touch with us. Our phone number and address are at the top of this letter..

This assessment is based on how much the law says you need to live on and your Class 1 National Insurance Contribution Record.

HOW WILL YOU GET YOUR MONEY

Your money will be paid every two weeks while you are still entitled to Jobseeker's Allowance.

Bank/Building Society: [name]

Account number/ref: [number]

We will pay your Jobseeker's Allowance into the above account

OTHER HELP YOU MAY BE ENTITLED TO

You may be entitled to other help. To find out more about this ask us for leaflet INF2 'Other help you may be entitled to'.

HOUSING BENEFIT AND COUNCIL TAX BENEFIT

You could get Housing Benefit or Council Tax Benefit. Get in touch with your local council as soon as possible. If you are already getting Housing Benefit or Council Tax Benefit you should show them this letter.

IF YOU WANT TO KNOW MORE ABOUT THIS DECISION OR IF YOU THINK IT IS WRONG

Please contact us and we will give an explanation. Our address and phone number are at the top of this letter. You should contact us within one month of the date of this letter, or we may not be able to consider any dispute.

WHAT HAPPENS AFTER THE DECISION IS LOOKED AT AGAIN

If the decision can be changed we will send you a new decision. If we cannot change the decision we will tell you why. You will still have the right of appeal against the decision.

HOW TO APPEAL

If you want to appeal you should fill in the form in leaflet GL24 'If you think our decision is wrong'. Please send it to us within one month of the date of this letter. You can get this leaflet from your Jobcentre or Social Security office.

Your appeal will be heard by an independent appeal tribunal

If the decision is wrong, the independent appeal tribunal can change it. But the independent appeal tribunal cannot:

- change the law that the decision is based on;
- pay more money than the law allows;
- check or change your contribution record.

If you disagree with our record of your contributions, please tell us at once. We will check your records and tell you the result. If you still disagree you can ask for a formal decision.

Jobcentre Plus staff work to offer a complete service to you through your Jobcentre. If you have an enquiry about your claim for Jobseeker's Allowance you will be referred to the most appropriate officer.

PLEASE KEEP THIS LETTER FOR YOUR INFORMATION

It will help us if you have this letter when you make any enquiries or need an explanation about the decision.

Yours sincerely
Manager's Name
Manager's Title

Examples of basic explanations

Example of an LM only basic explanation (sanction)

The claimant attends to ask for more information about a sanction decision made on his claim, they have the SODN with them:

Claimant: I have received a letter telling me that I won't receive any money, can you tell me why?

Officer: Yes, let me check what the decision is about and I'll see what I can do to help you. Have you got the letter with you please?

Claimant: Yes, here it is

By checking the single outcome decision notification (SODN) you can see what the components are. It is clear from this, that the only reason JSA is not being paid is that a sanction has been imposed for leaving his job voluntarily. You will also need to check JSAPS dialogue JA320: Explanations and Reconsiderations to see if an explanation has already been given for this decision.

Officer: The letter says that you have been sanctioned from 28 October 1999 to 12 January 2000 for leaving your job voluntarily, please wait a minute while I find the papers and check what has happened.

When checking the casepapers returned from the SDM, you realise that the claimant did not respond to an enquiry prior to the decision being given.

Officer: According to the papers we didn't receive a response to an enquiry sent to you on 11 October, do you remember receiving this enquiry?

Claimant: No, I don't think so

Officer: The decision will have been based on the information that was available at the time, but if you can answer these questions now and give me any other information you think might be helpful I will ask for the decision to be looked at again.

Claimant: What happens then?

Officer: A decision maker will look at your case again taking into account the information you give me today. If further information is needed the decision maker will write to you. If they do, it is important that you reply to any questions. When the decision has been looked at again you will receive another letter telling you what has been decided.

Claimant: OK.

Example of an LM only basic explanation (sanction)

The claimant attends to ask for more information about a sanction decision made on his claim, they do not have the SODN with them:

Claimant: I have received a letter telling me that I won't receive any money and I want to know what I can do about it.

Officer: Have you got the letter with you?

Claimant: No

Officer: I'll check the computer to see what the decision was about and see what I can do to help you. Do you remember when you received the letter?

Claimant: A couple of days ago

Check JSAPS dialogue JA320: Explanations and Reconsiderations to see what decisions have been made and when the SODN was issued. You will also be able to see what components were included in the decision, for example, LM, payment or both.

Officer: Your record shows that the latest decision on your claim was a sanction from 12 November 1999 to 30 March 2000 because a Decision Maker decided that you lost your job through misconduct, the notification was sent to you last Thursday, the 11 November. Is this the decision you want to query?

Claimant: Yes, that's it.

Officer: Please wait a minute while I get the papers so that I can check what's happened and explain more about the decision.

When the decision is returned from the sector office a copy of any unanswered enquiries sent to the claimant will be attached. By checking the papers you can arrange for the claimant to answer any outstanding questions and refer the case to the Sector Decision Maker (SDM) to consider a revision of the original decision. However, in this case there are no unanswered enquiries.

Officer: It appears that you have answered all the enquiries sent to you so there is nothing outstanding. The decision will have been based on the information provided by you and your employer. Is there any further information that you think might be relevant?

Claimant: No, but can you tell me how I sort this out please?

Officer: I can arrange for a Decision Maker to explain what information was taken into account when the decision was made. You can then decide what you want to do next. If you're not happy with the decision after it has been explained you can ask for the decision to be looked at again. If you are still not happy with the decision you can appeal.

Claimant: How long will it take to get another explanation?

How and when the detailed explanation is given will depend on local arrangements agreed between the Jobcentre and the Sector Office. You must make sure you know what the arrangements are for your office. In this example the arrangements are for the detailed explanation to be given within 48 hours by telephone where possible.

Officer: I can ring the office now, can you be contacted by telephone during the next two days?

Claimant: Yes, but not tomorrow morning.

Make a note of when and how the claimant can be contacted. Contact the SDM according to the arrangements within your office, give details of your discussion with the claimant, how he can be contacted and agree a time for the SDM to telephone him.

Officer: I have arranged for someone to ring you at home after 2.00pm tomorrow, is that OK?

Claimant: Yes, thanks.

Example of an LM only basic explanation (entitlement)

Claimant attends the office to ask for information about an availability decision made on her claim she has the SODN with her.

Claimant: I have received a letter telling me I won't get any money because I'm not available for work, but I am. My child minder only lives down the road and can have the kids anytime.

Officer: Have you got the letter with you please?

Claimant: Yes, here it is.

The single outcome decision notification (SODN) shows that Mary has been disallowed because she is not available for work within 48 hours. You will also need to check JSAPS dialogue JA320: Explanations and Reconsiderations to see if an explanation has already been given.

Officer: Thanks. The letter says you are not entitled to JSA from 27 October because you are not available for work within 48 hours. I'll just get the decision papers and the forms you completed when you made your claim to see what has happened.

The decision papers will contain a copy of any unanswered enquiries sent to the claimant. By checking the papers you can arrange for the claimant to answer any outstanding questions and refer the case to the Sector Decision Maker (SDM) to consider a revision of the original decision. The ES2 and the Claimants Agreement (JSAg) will enable you to see what Mary originally said about her availability so you can check if there have been any changes.

Officer: There are no outstanding enquiries, but when you made your claim you stated that you needed a weeks notice for your child minder, is that correct?

Claimant: It was because I had only just moved here, but now I have got someone else who can have them straight away.

Officer: The decision was based on the original information you gave that meant you were not available within 48 hours. However, now that you have made new arrangements to be available within 48 hours the decision can be looked at again. From what date did you agree these new arrangements?

Claimant: Last Wednesday, will I get paid any arrears?

Officer: I will have to arrange for you to see an Adviser to review your availability first and if necessary change your Claimants Agreement. We will then decide if, and when, arrears are paid but the Adviser will explain more when they have details of your availability. You can also have the decision explained by a Decision Maker and if you are not happy with it, ask for the decision to be looked at again. Would you like me to arrange for a further explanation?

Claimant: No, I'll see the Adviser first and then decide.

Officer: You only have one month from the date of the decision notification to ask for it to be looked at again. The decision notification is dated 11 November so you will need to tell us by 12 December, but the sooner you let us know the sooner we can ask the Decision Maker to look at the decision again.

Claimant: Thanks.

Example of a Payment Only Basic Explanation

Mr Palmer calls at the Jobcentre to query why his weekly amount of JSA is £80.45. His daughter Jodie is 11 years old and he thinks that he should be getting more money for her than his son Jack who is only 8 years old. Also his wife has got a part time job and he does not understand how we have worked out how much of her wages to deduct from his JSA entitlement. He does not have the SODN with him.

From the AWARD DETAILS SUMMARY screen JA523613 of dialogue JA523: Award Details Enquiry Mr Palmer's weekly rate of £80.45 is worked out as follows:

	£		£
Personal Allowance	80.65	Employment Income Disregard	15.00
Dependant's Allowance	40.40	Employment Income Amount	45.00
Family Premium	13.90	Other Income	24.50
Unadjusted Total	134.95	Adjusted Total	80.45

Explain that:

- Mr Palmer is entitled to £40.40 Dependant's Allowance for his two children; and
- £30.00 is taken into account each week from his wife's wages, for example, £45.00 less disregard of £15.00;

If Mr Palmer wants to know for example:

- why he doesn't get more money for Jodie; and/or
- how we worked out that his wife earns £45.00 per week, for example, he may state that his wife's earnings vary from week to week;

refer the matter to the benefit processing section for a detailed explanation.