

## Evidence Requirements

### Evidence requirement (ER)

1. Before accepting a claim, it must satisfy ER according to the Claims and Payments Regulations.
2. Claimants must satisfy ER by providing:
  - all evidence required as specified by the Secretary of State as listed in CMS Financial Assessment Desk aid, or
  - sufficient information to enable the Decision Maker (DM) to allocate an ER exemption category to evidence that the claimant is unable to provide.

Note: CMS scripts and statements will not be amended until Release 14 to support changes to ER, so workarounds must be applied until then.

3. An ER exemption category can be applied to one or more element of ER.
4. ER is satisfied when all evidence is provided and sufficient information to apply an exemption category is received.
5. For further guidance see
  - IS Initial Action - 08 Evidence Requirements for Income Support (IS), and;
  - Decision Makers Guide Volume 4 Chapter 20 for JSA.
6. In cases that require an immediate WFI, CMS will identify those verification items required to meet evidence requirements for Income Support. Decide whether ER has been met for each verification item, and based on this, CMS will establish overall at claim level whether ER has been satisfied or not.
7. For rules and guidance relating to ER exemption Categories:
  - see IS Guide for further information.
8. For further information on the process to follow to verify claimant information, see the Evidence Requirements procedural guidance.

### Destitute Domestic Violence Concessions for Migrants

9. From 1 April 2012, individuals who:
  - come to the UK; or
  - were granted leave to stay in the UK as the spouse or partner of:
    - a British Citizen or
    - someone settled in the UK; and
  - whose relationship has broken down due to domestic violencemay be given 3 months **limited leave to remain** in the UK by the UKBA, pending consideration of an application for Indefinite Leave to Remain.
10. During this 3 month period they are eligible to apply for JSA(IB) or IS and not required to satisfy either stage of the Habitual Residence Test.
11. Claimants claiming in these circumstances must produce a letter from the UKBA detailing their Domestic Violence concession to verify their immigration status.
12. A photocopy the UKBA notification and must be taken and sent to the BC for decision making purposes.

## Conditionality & additional information

13. Where a claimant attends an immediate WFI it is necessary to capture and complete certain fields in the 'Conditionality and additional information' screen for Claimant and, if a joint claim, the partner.
14. For Income Support (IS), complete:
  - payday;
  - start code; and
  - the first benefit week ending day (BWE).
15. When the information has been captured, record it on CMS, in the 'Conditionality and Additional Information' screen.
16. Ensure that the Personal Adviser (PA) has recorded [Yes] or [No] within the backdated claim field in all cases.
17. If conditionality has not been met, transfer the case for the input document to be produced and to be sent to the processing site. For Housing Benefit/Council Tax Benefit (HB/CTB) the same procedures apply. The Local Authority (LA) input document should be produced and sent to the appropriate LA.
18. Complete 'Conditionality and Additional Information screen' for:
  - claimant; and
  - partner.

## Financial Assessment follow up action for cases requiring an immediate WFI

19. Ensure that Evidence Requirements (ER) have been satisfied and if applicable notify claimant of any outstanding information/evidence using form JCP5
20. Explain any Social Fund/hardship action if appropriate.
21. Ensure benefit enquiries raised during Personal Adviser (PA) meeting are answered.
22. Perform off line calculations where required as follows:

Circumstances	Action
<b>For Jobseekers Allowance and Income Support</b>	
Foreign currency: income and savings	If the claimant declares any income or savings that are in foreign currency: <ul style="list-style-type: none"><li>• they should provide verification of these at the interview;</li><li>• calculate the value in pounds sterling and enter this amount on CMS;</li><li>• obtain a new print of the customer statement for them to sign;</li><li>• note record details of the calculation quoting the original amount in the foreign currency in 'Case Notes' on CMS; these can be disclosed to the Local Authority if there is an associated HB/CTB</li></ul>

	claim; <ul style="list-style-type: none"> <li>• take photocopies of the verification provided.</li> </ul> <b>Note:</b> individual pages of the customer statement can be printed.
<b>For Income Support only</b>	
Recording SSP/ESP on CMS	<ul style="list-style-type: none"> <li>• Statutory Sick Pay (SSP) should be treated and recorded on CMS as an Other Benefit;</li> <li>• Employer's Sick Pay (ESP) should be treated and recorded on CMS as Other Income;</li> </ul>

23. For cases awaiting verification, if the claimant cannot provide the information on the same day, they must be given a reply envelope and advised they have 30 calendar days to supply the information and to return it to the Benefit Centre (BC) as soon as possible.
24. For further Guidance and Information See Outstanding Information.
25. Make sure all information and verification is input onto CMS as soon as it is received. However evidence can only be recorded where an acceptable statement has been recorded on CMS as being received.
26. Cases where information/ verification items have not been received within 30 calendar days must be transferred to the BC and to the LA where an associated claim to HB/CTB exists at this point.
27. However if this has not happened cases can be viewed via the 'Overdue Transfer' screen at one calendar month from when the customer statement was accepted. These cases must be referred to the BC for a decision and to the LA where appropriate.
28. Select each case in turn by right mouse clicking on the case and selecting [Transfer Benefit] and [OK] when prompted. This will set the benefit status to 'In-Transit' and the 'transit date' to the current date.
29. This dialogue box will then close and the main screen that displays the benefits that are overdue will automatically be refreshed.
30. If appropriate take action to withdraw case on CMS.

## Secondary benefits

31. Claimants making claims to secondary benefits:

- Carers Allowance (CA);
- Bereavement Benefits (BB);
- Maternity Allowance (MA); and
- Industrial Injuries Disablement Benefit (IIDB);

are not required to have a Work Focused Interview (WFI) as a condition of making a claim.

32. If a claimant has claimed a primary benefit along with a secondary benefit, the WFI is only mandatory for the primary benefit, but the claimant can volunteer to have a WFI for CA, BB, MA or IIDB.
33. For secondary benefits where a primary benefit has also been claimed, and the claimant does bring the claim forms in to the interview, carry out a completeness check on the secondary benefit before issuing to the appropriate BC for consideration/processing.

34. Advise claimants claiming CA, BB, MA or IIDB that the claim form should be returned directly to the appropriate BC.

### **Customer Information System broadcasts**

35. Customer Information System (CIS) broadcasts will only be received for Customer Management System (CMS) claimants, where it is a Joint Claim for JSA is applicable the broadcast will be reported for the person to whom it applies.
36. For nationally sensitive cases the claimant's first name and surname will not appear on the report but will be replaced with 8 asterisks.
37. The following CIS broadcasts will update CMS automatically.
- date of death;
  - potentially violent;
  - Special Customer Record marking.
38. If any of the following CIS broadcasts are received:
- change of name;
  - change of address;
  - change to date of birth;
  - change to post office;
  - change to immigration status;
  - change to nationality;
  - change to Direct Payment (DP) verification;
  - change to other payee details;
  - corporate other payee;
  - corporate other payee contact number;
  - other payee name;
  - other payee address;
  - other payee sex;
  - other payee post office;
  - other payee person contact number.
- consider:
- whether to let the electronic transfer go ahead;
  - whether to intervene and transfer the claim clerically; or
  - whether to consider the change as a change of circumstances and record this on form JSA460/Case Notes.
39. The following do not currently require user intervention so will transfer electronically.
- change to preferred language;
  - change to person contact number;
  - change to business interest;
  - other payee birth;
  - other payee preferred language;
  - other payee immigration status;
  - other payee local sensitivity;
  - other payee potentially violent.

40. Housing Benefit/Council Tax Benefit claim details must be transferred to the Local Authority (LA) on the LA input document and any relevant change of circumstances should be noted on JSA460/Case Notes and sent to the LA.

## **Transfer of information – For cases requiring an immediate WFI**

### **Full transfer**

41. When the claimant has provided all appropriate information/verification for all benefits claimed, the case can be fully transferred from the Jobcentre to the relevant BC / LA. Copies of the evidence provided should be made but should be retained with the statement.

## **Withdrawal of primary benefit for cases requiring an immediate WFI**

42. If the claimant decides that they no longer wish to claim a Jobcentre Plus benefit action must be taken to withdraw the claim in CMS. This action will automatically update the JP marker in LMS to "Exit", and will update the destination option to 'First Contact Claim not Made' and the reason for withdrawing the claim will be automatically updated in 'Conversations'.
43. If the claimant has already signed their customer statement and the customer statement is recorded back on CMS, select [Postal] as the method of contact to enable them to withdraw the case. Where the Customer Statement has been signed the claimant's intention to withdraw their claim must be made in writing.
44. If the claimant has also made a claim to Housing Benefit/Council Tax Benefit (HB/CTB) and they wish to continue with this claim, **a JSA460 must be completed and the information sent to the Local Authority (LA), with any supporting evidence.**
45. The processing location for HB/CTB must be recorded on the 'Verification Summary' screen.
46. For further information on withdrawing a case, see section Claimant due to attend.

## **Conditionality and additional information - claimant**

### **(For cases that require an immediate WFI only)**

47. The 'Conditionality and Additional Information' screen is populated when the [Enter Information] button in the 'Capture Verification Details: Verification Summary' screen is selected.
48. The purpose of this screen is to capture certain information in the 'Conditionality and Additional Information' screen for the claimant.
49. For JSA, record:
- the 'Exceptional Conditions'
- fields if appropriate on the:
- 'Conditionality and Additional information' screen.
50. For Income Support, complete:

- 'start code'; and
- 'First BWE date' and
- 'Exceptional Conditions'

fields where appropriate. The Treat as Made (TAM) date and Payday will be already pre-populated.

51. For linked claims to Incapacity Benefit. Complete:

- 'First BWE date'

the TAM date and Payday will already be pre-populated.

NB: The following screen and action is only required where an immediate WFI has been booked.

The screenshot shows the 'Capture Verification Details: Conditionality and Additional Information' screen in the Jobcentreplus system. The screen is divided into several sections with various input fields and dropdown menus. The 'Nominated payee' field is set to 'No nominated payee'. The 'Cycle' field is set to 'P'. The 'TAM date' is '19/01/2008'. The 'Payday' is 'Wednesday'. The 'Hardship indicator' is 'No'. The 'First BWE date' is '19/01/2008'. The 'Personal issue' is 'No'. The 'Backdated claim' is 'No'. The 'Exceptional Condition' section has 'Reason' set to 'No'. The 'Will Conditionality met' field is 'No'. The 'JSAG signed' field is 'No'. The 'JSAG completed' field is 'No'. The 'JSAG 84 completed' field is 'No'. The 'Usual Occupation' field is empty. The 'Sought Occupation' field is empty. The 'P 102' field is 'No'. The 'Filler all work' field is 'No'. The 'LM conditions allowed from' field is empty. The 'Outstanding periods of evidence' field is 'No'. The 'LM conditions satisfied' field is 'No'. The 'Mixed credit indicator' field is 'No'. The 'Forward' button is at the bottom right.

## Input to fields

52. Complete the following fields:

Field	Input
Nominated payee	defaults from gather and cannot be amended;
Cycle	<ul style="list-style-type: none"> <li>• this field is enabled in JSA cases.</li> <li>• this field will default to show 'P' for claims with a NINO ending in an even number.</li> <li>• this field will default to show 'R' for claims with a NINO ending in an odd number.</li> <li>• NB. The defaulted Cycle can be amended to an alternative displayed by CMS.</li> </ul>

Payday	<ul style="list-style-type: none"> <li>• This is a mandatory field, which CMS populates prior to transfer.</li> <li>• this field will default to show the payday based on the claimants NINO.</li> </ul> <p>They are:</p> <p>NINO ending in 00 – 19 = Monday  NINO ending in 20 – 39 = Tuesday  NINO ending in 40 – 59 = Wednesday  NINO ending in 60 – 79 = Thursday  NINO ending in 80 – 99 = Friday</p> <ul style="list-style-type: none"> <li>• where a CRN is held, this field will default to show a Wednesday payday.</li> <li>• NB. For JSA cases (inc Joint Claims) the defaulted Payday can be amended.</li> </ul>
TAM date	<ul style="list-style-type: none"> <li>• this field defaults to show the Initial day of contact;</li> <li>• In backdating cases for JSA/IS or IB the TAM date must not be amended;</li> <li>• In backdating cases for JSA the Personal Adviser makes the Labour Market decision on the backdating, they should not amend the TAM date, as CMS will calculate the period for backdating from the date requested by the claimant to the day before the IDOC;</li> </ul>
Backdated claim	<ul style="list-style-type: none"> <li>• This field will default to Yes if backdating has been requested during gather.</li> <li>• This field will default to No if no backdating has been requested during gather.</li> <li>• If the backdating request in gather has not been answered this field will default to No.</li> </ul>
First BWE date	enter: <ul style="list-style-type: none"> <li>• the first benefit week ending date;</li> </ul>
Hardship	<ul style="list-style-type: none"> <li>○ Enabled for IS and IS/IB cases only.</li> <li>○ This field will default to N.</li> <li>○ This field can be changed to Y by selecting the appropriate response from the drop-down menu.</li> </ul>
<b>Exceptional Condition</b>	
Person	enter: <ul style="list-style-type: none"> <li>• person;</li> </ul>
Reason	<p>select reason for the exceptional condition;</p> <ul style="list-style-type: none"> <li>• CMS identifies if IS or JSA is being claimed and displays the appropriate drop-down box for the claimed benefit. An example of an exceptional condition would be the award of Severe Disability Premium. The codes would reflect those used in legacy.</li> <li>• record 2<sup>nd</sup> or subsequent Exceptional Conditions in Case</li> </ul>

	Notes
Start date	enter: <ul style="list-style-type: none"> <li>the start date of the period of the exception;</li> </ul>
End date	enter: <ul style="list-style-type: none"> <li>the end date of the exceptional condition where appropriate;</li> </ul>
Forward	<ul style="list-style-type: none"> <li>this field switches to the next tab which will navigate to the Claimant 2 tab;</li> <li>this field is enabled if type of claim is joint claim.</li> </ul>

### Potential error messages

53. The following error messages may be displayed on this page:

Message text	Circumstances in which message would occur
Payday must be entered	this field is left blank
The TAM date cannot be backdated more than three months from the initial date of contact	TAM date entered is more than three months from the initial date of contact
Start code must be entered	this field is left blank
Reason must be entered	this field is left blank
Start date must be entered	this field is left blank
Exceptional condition end date must be equal to or greater than start date	Date entered is earlier than start date

### Conditionality and additional information - partner

54. The purpose of this screen is to capture the Conditionality and Additional Information for the partner.

55. For JSA complete the 'Exceptional Conditions' fields where appropriate on the 'Claimant 2 Conditionality and Additional' information.

56. This screen contains 'Conditionality/Office/Additional Information' fields for the second Claimant of JSA joint claims.



## Input to fields

57. Complete the following fields:

Field	Input
Nominated payee	populated from Claimant 1 and cannot be amended;
Cycle	populated from Claimant 1 and cannot be amended;
Payday	populated from Claimant 1 and cannot be amended;
TAM date	populated from Claimant 1 and cannot be amended;
Backdated claim	this field is enabled, enter: <ul style="list-style-type: none"> <li>whether this is a backdated claim;</li> </ul>
First BWE date	populated from Claimant 1 and cannot be amended;
<b>Exceptional Condition</b>	
Person	populated from Claimant 1 and cannot be amended;
Reason	populated from Claimant 1 and cannot be amended;
Start date	populated from Claimant 1 and cannot be amended;
End date	populated from Claimant 1 and cannot be amended;

58. Press the [Exit] button to return to the User Home Page.

59. Press the [Next] button to return to the 'Verification Summary' screen and save the data input.