LMS Marker and Hotspots

Introduction

This guide has been written to advise staff, who use LMS, how to set certain Markers and Hotspots correctly, how to correct wrong entries and how to keep them up to date.

The LMS View Client Details window contains a number of hotspots that hide additional windows which can be opened by clicking on the hotspot. The number of hotspots shown on a claimant record depends upon the circumstances of the claimant.

The information drawn from these hotspots and markers serves a vital purpose such as:

- information about a claimant, for example, DP marker
- support for a process, for example, JP marker
- identifying when a claimant is due a mandatory interview.

It is essential that they are completed accurately and updated accordingly. Markers and hotspots that are not completed or hold inaccurate information can have significant impacts on the assessment of how Jobcentre Plus addresses the needs of individual claimants. Specific examples for each are given in the table below; however, in brief this amounts to:

- Claimants not getting the support they require
- Allocation of staff to the wrong areas of work.

Overview of Markers and Hotspots

Hotspot / Marker	Impact if not set
Address / Telephone Number	Communication with the claimant is lost and therefore not getting the help they are entitled.
Adviser Discretionary Fund (ADF)	ADF is now included in the Flexible Support Fund (FSF) instructions and this Hotspot is now used for these awards. If not set, • advisers will not know whether a claimant has received previous FSF awards • Management Information will not be obtained
Alcohol Misuse Marker	Created from within the green hotspot DIS GP. If not created, • the claimant may lose out on specific support and extra provision.
Armed Forces Marker	Identifies whether a claimant is an Armed Forces Veteran, Early Service Leaver, Spouse / Partner of serving and ex-service personnel or Reservist.
Benefit Cap Marker	There are two pilot markers to support the benefit cap process: • benefit cap pilot marker – this shows whether a claimant is capped or not, and • customer support pilot marker – this shows where the claimant is in the customer support journey

	If not set: • claimants may miss the opportunity for receiving extra support • management information will not be correct
Care Leavers	Care Leavers are a vulnerable group who are in the unique position of having the state as their corporate parent. If the marker is not set: • Claimants will not receive the best support available for their circumstances. • Will make it harder to move them nearer to the labour market or into employment.
Carers	Needs to be created via 'Other Functions'. It is needed to allow you to create WFSC hotspot and to record claimant care barriers. Also if not created, • claimant may lose out on specific support and extra provision. • If set incorrectly, this may distort the figures that show if more or less care provision is required. Also impacts work programme eligibility calculations
Child Details and Childcare Barrier to Work	Jobcentre Plus has a legal duty to share the information with Local Authorities.
Claim Details	The Claim hotspot must be completed when the claimant attends their NJI. It is a mandatory requirement and the NJI cannot be ended until it is completed. It holds details regarding the claimant claim, for example, claim date and signing arrangements.
Clerical Record Marker	The risk of the Data Protection Act being contravened due to inappropriate access to the claimant's personal details.
Day 1 Conditionality	If marker not set: • Will fail to hold information on whether new claim customers have certain elements in place (e.g. e-mail address or UJ registered) • Will fail to identify claimants subject to Day One Conditionality and those who have completed the activities • Incorrect MI will be captured which will impact on evaluation
Disabled People (was NDDP)	To identify JC+ referred DP claimants. Referrals are made by DEA.
Disabled Person (DP) Marker (PWD Marker until LMS Rel 34)	Highlights additional support required, reasonable adjustments.
Disadvantaged Groups (Dis GP)	If marker not set: • the claimant will miss out on extra support

	available to them resulting in poor customer service. • incorrect MI will be collected meaning that the business fails to hold an understanding of the issues our customers face and so is unable to develop suitable help and support.
Drug Misuse Marker	Generated from within a green hotspot DIS GP. If not generated: • claimant may lose out on specific support and extra provision. • failure to identify claimants disadvantaged in respect of the labour market by their drug use. • failure to direct to appropriate provision and failure to monitor how effective Jobcentre Plus is at supporting this claimant group in finding retaining employment
Duplicate Records	Failure to provide the claimant with the correct intervention at the appropriate time.
Employment Status	Failure to provide the claimant with the correct intervention at the appropriate time In particular claimants might not be identified for programmes.
ESA Classification	Failure to provide the claimant with the correct intervention at the appropriate time.
ESA Interest Marker	This marker is set automatically when the LMS record is created/updated by the ESA JSAPS Interface.
Ethnicity Marker	This relates to the legal requirement for Jobcentre Plus to monitor the protected characteristics of our claimants so we have evidence to support the ability to provide an equal service to all our claimants. Failure to set this marker or to simply choose prefer not to say does not enable JCP to assess if all our service are equally available to all our claimants.
Ex-Offender	Generated from within the green hotspot DIS GP. To monitor how effective Jobcentre Plus is at getting ex-offender claimants back into work. Claimant may not be considered for specific support and extra provision.
Extended Period Sickness (EPS)	Allows claimant to be identified as either EPS, or turning down an EPS and also where they exit EPS. If not set: • Claimant may not be dealt with properly while sick • Incorrect MI captured • Customer may be invited to interviews they do not need to attend. • Tailored conditionality may not be in place to meet the claimants needs

	Claimant may lose out financially if they move directly to ESA from EPS
Fail to Attend (FTA)	No prompt to take DMA / claim closure action when appropriate. The FTA is also held against the claimant's record which could prompt further action for example, persistently FTA. Impact on MI.
Help to Work	Impact on management information.
Incident Marker or PV Marker	Not having this marker set may compromise the safety of staff in local offices.
In Work Initiatives Marker	Covers two initiatives under IWI: In Work Advisory Support (IWAS) and Flexible Support Fund (FSF) In Work Emergency Payments for Lone Parents (IWEP) which is similar to ADF, available once a claimant has started work. Marker used to refer and book appointments for In Work Advisory Support for Lone Parents and also record and provide audit trail for payments made under the FSF In work Emergency Payments for Lone Parents. Impact if not set is to IWAS outcomes and also audit information and MI for FSF spend.
Joint Claim Marker	Non-identification of Joint Claim claimants and therefore dealt with as individuals which may cause unacceptable customer service.
JP Marker	Has impact on Date of Claim +3 for JSA, IS and ESA claimants, identifies when trigger reviews are due.
LA Families Programme	Identifying claimants who are already working with Local Authorities as part of the Troubled Families programme.
Lone Parent Marker	Identifies claimant receiving additional support.
Lone Parent WFI Marker	Lone Parent WFI marker tracks a mandatory process, unlike the lone parent marker which tracks voluntary interventions.
Lowest Qualified Marker	Generated from within a green hotspot DIS GP. Failure to provide the claimant with the most appropriate assistance
Migrants Access to Benefits (MABs)	
More Frequent Attendance (MFA)	The MFA Marker holds the details of how the MFA referral was received and if following checks MFA action is appropriate or not and allows you to record the reason for this. MI would be missed if the marker was not generated and completed.
More Hotspots	This information can then be used for future labour market activities and saves duplication of work. Not setting it may mean work could be duplicated and the claimant may miss out on support.

New Initiatives Marker	Set Pilot markers
Parent Indicator	Links to DMA referral process. If not set correctly may impact parent flexibilities and may also impact on hardship cases.
Partners Marker	Customer may miss mandatory interviews
Pension Credit Marker	Highlights when claimant may be entitled to claim pension credits. Provides Management Information on the services and provision that Jobcentre Plus delivers to both Pension Credit recipients and their partners.
Person Without Accommodation Marker	Updated via address field, generates from within the green hotspot DIS GP. Claimant may not be considered for specific support and extra provision.
Primary Benefits	Not setting would mean the claimant may not receive the correct support.
Qualification / Assessment (Qual/Ass) Marker	Shows the outcome of any Initial Skills Screening and In Depth Skills Screening which have been carried out including the date it was recorded. It also shows the lowest or highest qualifications if these have been recorded by the adviser.
Qualifying Periods	Incorrect Linking periods calculated leading to inaccurate support provided to claimants at specific parts of the claim.
Refugee Marker	Generated from within the green hotspot DIS GP. If not generated, claimant may lose out on specific support and extra provision. Claimant may not be considered for specific support and extra provision.
UJ Pilot Marker	Marker is used to understand how claimants are creating their UJ account. If marker is not set: • Incorrect MI captured which will impact on evaluation of Labour market Journey and UJ • Unable to track Day 1 Conditionality claimants Inaccurate information held about a claimant which may affect the level of service they receive.
WFI for Partners Marker	If marker not set: • Claimant may miss mandatory interviews. • May fail to identify partners who are required to attend Mandatory WFI(P) interviews. • Exit details incorrect - WFI(P) exit • Poor customer service.
Work Focused Support for Carers (WFSC)	Identifies claimant receiving additional support. • Loss of management information on carers taking part in work focused support.
Work Programme Hotspot	Marker highlights the claimant's journey and eligibility for referral to Work Programme provision. If marker is not set: • Claimant's position within the Work

	Programme journey will not be recorded accurately
	• Customers could be referred to incorrect WP provision.
	• Claimant will fail to receive the correct intervention at the appropriate time resulting in poor customer service (WP referrals and DMA).
	Incorrect MI will be recorded – specifically Deferral/Exemption report and WP End Notification report. This will impact on contract management and evaluation of the Work Programme.

Address/Telephone Number Marker

Purpose	Contact and identification of claimant to ensure we're speaking to the right person
Claimant group	All
Contact Centre involvement?	Yes
Action at local office	Yes
How to correct	Amend
Guidance links	LMS User Guide Chapter H Part 1

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Adviser Discretion Fund Marker

Purpose	ADF is now included in the Flexible Support Fund (FSF) instructions and this Hotspot is now used for FSF awards. As well as allowing you to view previous FSF awards, the information provided populates LMS Report XLRR10116 for Management Information.
Claimant group	Support from the fund is available from day one of a new claim for all JCP claimants who are not participating in the Work Programme, Work Choice and Residential Training for Adults with Disabilities. The qualifying benefits are: • Jobseeker's Allowance (JSA) • Income Support (IS) • Incapacity Benefit (IB) • Employment and Support Allowance (ESA) • Universal Credit (UC) (Note: see UC Knowledge Management (KM) for full details, as exceptions may apply) • Carers Allowance (CA) • Severe Disablement Allowance (SDA) • Pension Credit (PC) **Note:** 'Credits only' claimants and claimants who

| | have a sanction imposed on their claim are eligible to support from the FSF.

FSF may also support anyone eligible for Work Preparation Support for lone parents and carers, and Work Preparation Support for Partners Guidance

FSF may also support other unemployed people who meet one of the following criteria:
• Aged 16 or 17 and not in employment, education or training i.e. NEET
• Awarded one of the following:
  • Housing Benefit
  • Bereavement Allowance
  • Child Tax Credit
  • Maternity Allowance
  • Widowed Parent's Allowance
  • Child Benefit (including Guardian's Allowance)
FSF may also support people that meet one of the following criteria:
• Receiving Jobcentre Plus support under formal partnership arrangements
• Receiving Jobcentre Plus support under Rapid Response funding
• Receiving support from a DEA, but only in the circumstances described in GP and Hospital Consultant Fees and Travel to Interview for Disabled People
• Lone parents in employment, but only in the circumstances described in the In Work Emergency Payments for Lone Parents guidance. |
|---|---|
| **Contact Centre involvement?** | None |
| **Action at local office** | See the Labour Market System (LMS) Action section of the Flexible Support Fund guidance. |
| **How to correct** | You can only make the award on LMS during an interview. |
| **Guidance links** | FSF Guide> 03 Barriers to work Introduction and eligibility |
| **Notes / Good Practice** | If the ADF Hotspot is present then the claimant has had previous FSF awards. To find out how much they have been awarded in the last 12 months, reset button action must be taken before you open the interview to update the 'Current Total ADF' field.
Input any relevant information in the 'Notes' field. |

Alcohol Misuse Marker

Purpose	To check how good Jobcentre Plus is at getting alcohol misuse claimants back into work.
Claimant group	The marker is voluntary and can be set on records of claimants who declare alcohol misuse as a barrier to employment.
Contact Centre involvement	Yes: if claimant declares they are in this claimant group. Insert in LMS Conversations that claimant has indicated that they are an alcohol misuser. DPA1 form is required when they next attend the Jobcentre Plus office before marker can be set.
Action at local office	If in the course of an interview the claimant declares they are an alcohol misuser and consents for this to be recorded on LMS the marker must be set. Consent has to be obtained on a DPA1 before the information can be recorded. A DPA1 MUST be completed to provide claimant consent before any sensitive information can be recorded. This ensures compliance with the Data Protection Act 1998 and applies to all staff involved with Disadvantaged claimants
How to correct	The marker can be set or amended manually at any time, subject to the claimants' consent.
Guidance links	LMS User Guide, Chapter H, Part 1, Customer Record Functions and Claims Not Pursued.
Notes / Additional information	Marker will be deselected automatically: • 12 months from day marker set • when a claimants' 'employment status' is set to 'employed' • 13 weeks after a claimants' employment status becomes 'not known'. The alcohol misuse marker can be reset providing the claimants' alcohol misuse is still a barrier to work. A new DPA1 will need to be completed.

Armed Forces Marker

Purpose	To check how good Jobcentre Plus is at supporting ex-Armed Forces personnel, their families and Reservists.
Claimant group	The marker is voluntary and can be set on records of claimants who declare previous or current Armed Forces employment or they are a spouse/partner of Armed Forces personnel.
Contact Centre involvement	No
Action at local office	During the course of an interview if the adviser asks the question or the claimant declares themselves to be one of the following (HM Forces

	Service Leaver, Early Service Leaver, Spouse/partner-HMF person or Reservist) and consents for this to be recorded on LMS before the marker is set.
How to correct	The marker can be set or amended manually at any time, subject to the claimant's consent.
Guidance links	LMS User Guide, Chapter H, Part 1, Customer Record Functions Armed Forces LMS Marker
Notes / Additional information	The marker has been introduced to enable us to provide Management Information to support a request from Ministers to be able to show how DWP is meeting the actions signed up to in the Armed Forces Covenant.

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Benefit Cap Marker

Purpose	There are two markers to support the benefit cap process: • benefit cap pilot marker - identifies claimants affected by the benefit cap • customer support pilot marker - to highlight what extra support has been offered, and whether the support has been accepted or rejected by the claimant
Claimant group	Claimants affected by the benefit cap.
Contact Centre involvement	No
Action at local office	Work coaches are no longer required to update the benefit cap pilot marker, this will update automatically after the claimant's entitlement has been assessed by the Benefit Centre. The benefit cap customer support pilot marker stage value must be changed, by a work coach, with each engagement as the claimant moves through their customer journey.
How to correct	If there is a mistake, reset the marker to the correct value.
Guidance links	Benefit Cap Markers

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Care Leavers

Purpose	To identify care leavers who claim benefit, track the support they receive, best practices and outcomes.
Claimant group	A care leaver is a person who has been in local authority care (e.g. residential or foster care) for a period of at least 13 weeks or more, or periods amounting in total to 13 weeks or more, since they were age 14, and ending after age 16.

Contact Centre involvement	No
Action at local office	In all circumstances when a claimant is identified as a care leaver the 'Care leaver' pilot marker must be set on LMS. However, the care leaver must verbally agree to this. If a claimant is unwilling to provide information to support the claim or for some other reason they refuse to be recorded as a care leaver on LMS, their decision must be honoured. A note to this effect must be recorded in 'Conversations'.
How to correct	After the 'Care leaver' marker is set on LMS it must only be 'exited' if it was set in error. This is to ensure that DWP can track Care leavers throughout their lifetime.
Guidance links	Care Leaver Marker Guidance

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Carers

Purpose	To check the number of carers that Jobcentre Plus supports and to identify what programmes they participate in. Recording if full time carer status is key to the ESA work programme process.
Claimant group	A carer spends a significant proportion of their life providing unpaid support caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. 'Significant' means the caring responsibilities are a barrier to work and will impact on the type of paid work a carer can undertake. The marker must be set for all claimants who have caring responsibilities regardless of the benefit they receive or their employment status. Note: This does not apply to a parent of a child unless the child is disabled or has a long term illness.
Contact Centre involvement	No From CMS R13 the marker should be set automatically for new claims to JSA, IS and IB.
Action at local office	At NJI/initial WFI check that the marker has been set and if not check the claimants caring status and set the marker. The marker must be reviewed at every intervention, if the course of an interview the adviser identifies a caring responsibility and the claimant does not have a marker it can be created via the 'Other Functions' hotspot. A sub window will appear with the marker once selected.
How to correct	The marker can be set or amended manually at

	any time.
Guidance links	Carers Marker Guidance
Notes / Additional information	The carer marker was introduced to show the support Jobcentre Plus provides carers. This information helps support Care Partnership Managers (CaPM) in their work with Local Authorities (LAs) and care organisations to provide sufficient replacement care and advisers to address a claimant's individual circumstances and tailor their support accordingly.

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Child Details and Childcare Barrier to Work

Purpose	This functionality has a dual purpose; firstly it permits Jobcentre Plus to identify and address childcare barriers that prevent claimants entering work or training leading to work. Secondly it allows Jobcentre Plus to identify any gaps in formal childcare locally. This data is then shared with local authorities who feed it into their childcare sufficiency assessment. Hence it is vitally important that this information is accurately recorded and amended when appropriate. For all those claimants who have dependent children (children under 16 years old, 18 years old where the child has a Special Education Need (SEN), Additional Support Needs (ASN) or a Disability) the Parent Marker must be set to 'Lone' or 'Parent. The sharing of childcare barriers to work information with local authorities is a statutory obligation determined by the Childcare Act 2006. Recording the age of the youngest child is important for work programme eligibility purposes. Details of age of youngest child must always be updated to ensure that claimants with a youngest child aged under 1 are not invited to attend mandatory WFIs. Child details also used to identify that LPs are on the correct WFI cycle.
Claimant group	The Children Marker must be used for all benefit claimants regardless of their employment status or whether or not they have a child. Each benefit claimant must have their children marker displayed as 'Yes', 'No' or 'Not Disclosed'. For all those claimants who have dependent children (children under 16 years old (18 years old where the child has a Special Education Need (SEN), Additional Support Needs (ASN) or a Disability) the Childcare Barrier to Work Marker must display

	'Yes', 'No' or 'Not Disclosed'.
Contact Centre involvement	No
Action at local office	When an LMS record is accessed and the Children Marker displays 'Not Known' **immediate** action is required to update the Marker appropriately. **Please Note:** This action is mandatory and must not be ignored. When the Children Marker displays 'Yes' the content recorded must be reviewed at all interviews/meetings and the Child Details information amended/updated where appropriate. Every claimant who has their dependant child details recorded on LMS must also have the CBW Status Field set accordingly for example. Advisers must indicate whether or not childcare is a barrier to that claimant finding work by recording 'Yes', 'No' or 'Not Disclosed'. Regular reviews of claimants' childcare barriers to work must take place when a 'CBW' Hotspot is set to 'Yes'. Continuous action must be taken to remove this barrier for a claimant. When a claimant is no longer claiming a benefit, action to remove the 'CBW' must be undertaken. Failure to undertake this action distorts data shared with local authorities concerning the extent of childcare sufficiency.
How to correct	When 'No' or 'Not Disclosed' has been recorded on a claimant's LMS record it is possible to update the 'Dependant Child Status Field' when necessary selecting the "Amend" button on the 'View Child Details' screen. When a CBW hotspot is displayed on an LMS record amendments are made by accessing the CBW hotspot and selecting 'Amend'.
Guidance links	Childcare Barriers to Work and Dependant Children LMS User Guide, Chapter H, Part 1, Customer Record Functions and Claims Not Pursued.
Notes / Additional information	The eradication of Child Poverty is a key government priority. Jobcentre Plus already has an important role to play in terms of helping claimants with children (not only lone parents) overcome their barriers and find work. Jobcentre Plus recognises the importance of childcare not only as a key enabler to work but also for its importance of improving outcomes for children, particularly from disadvantaged families. Completion of the Child Details Marker is integral to this agenda.

Claim Details Marker

Purpose	The claim hotspot is displayed for all claimants who have an Employment Status of 'Unemployed, Claiming JSA under 6 months' or 'Unemployed, Claiming JSA over 6 months'. It will be displayed when the claimant record is being created, viewed or amended. It contains details such as the: • attending Office; • claim Date; • client Group; • claimant's attendance details; and previous claim periods.
Claimant group	All Jobcentre Plus claimants with an LMS record.
Contact Centre involvement	No. The marker is created by LMS at the point a record is being created.
Action at local office	Although the hotspot remains in place for the life of the LMS record, the details within it are to be changed as necessary.
How to correct	N/A
Guidance links	LMS User Guide Chapter H part 1

Clerical Record Marker

Purpose	Personal Information for some claimants may require additional protection, and access to the claimants' details becomes restricted. These claimant records are treated as Special Customer Records and access to their records through certain IT systems will automatically be restricted.
Claimant group	Multi Agency Public Protection Arrangements (MAPPA) cases – claimants who have restrictions placed on the type of employment and training opportunities they can apply for, due to a criminal offence.
Contact Centre involvement	No
Action at local office	LMS doesn't have the facility to automatically restrict access to the claimant's details so a manual process has been developed to ensure no personal details are held on LMS and the record is held clerically. As part of this process to ensure that the CMS/LMS interface doesn't overwrite information held on these records if a new or repeat claim is taken for the claimant, the Clerical Record Marker (CRM) must be set to "yes" when restricting access to LMS records for claimants with a Special Customer Record.
How to correct	The 'CRM' can be amended at any time during a

	claimant's dealings with Jobcentre Plus. To do this: • Click on the [Amnd] button within the claimant's 'View Client Details' window to open the 'Amend Client Details' window; • Click on the [Address] hotspot to open the 'Address' sub window and click in the 'CRM' checkbox to set or unset the marker. • Click on the [Hide] button to close the 'Address' sub window and return to the 'Amend Client Details' window; • Click on the [Save] button to save the changes and return to the 'View Client Details' window
Guidance links	LMS User Guide Chapter 1 Part H

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Day 1 Conditionality

Purpose	To document whether claimants have set up a UJ account, CV and E-mail address.
Claimant group	JSA
Contact Centre involvement	No
Action at local office	Must be set at the Initial Work Search Interview except where the claimant is being referred back to the Work Programme or is eligible for Help to Work. On phased rollout.
How to correct	Is a pilot marker but is now business as usual. Jobseekers allowance day one conditionality activities. Must be set at the Initial Work Search Interview but can be updated anytime within the journey if a claimant hasn't initially met the day 1 requirements but subsequently meets them at a later date. Amending Pilot Details To amend current pilot details click on the [Pilots] hotspot in the 'View Client Details' window. Select [Amend] in the 'View Pilot Details' window and this allows you to amend the markers for any fields where a pilot is currently in operation in your office. When all the amendments have been made click on the [Save] button to record the changes. This also adds an entry to the pilot history for each marker, which has been amended. You are able to select any choice of pilot marker stage, as they are not validated. Not all stages are used in all locations even though they are displayed.
Guidance links	Day One Conditionality

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Disabled People (was NDDP)

Purpose	To identify JC+ referred DP claimants.
Claimant group	Incapacity Benefits recipients who meet DP eligibility criteria.
Contact Centre involvement	No, claimants are referred after DEA or adviser discussion and selection of most appropriate provider.
Action at local office	Arrange appointment with provider and set the DP "with broker A" marker. Input referral to appropriate opportunity. On conclusion of the interview, remove the marker on LMS. Set a 10-day workflow to check that the claimant has started with the DP provider. When this is confirmed, reset the "with Broker A" marker. The Marker for this initiative is generated by using the 'New Initiatives' hotspot.
How to correct	The marker can be set or amended manually at any time, subject to the claimants' consent.
Guidance links	
Notes / Additional information	The marker must remain on LMS until the claimant leaves the programme. DP is not time-bound and claimants can be on the programme indefinitely.

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Disabled Person (DP) Marker (PWD Marker until LMS Rel 34)

Purpose	To record reasonable adjustments required in the Jobcentre. We have a legal requirement under the Equality Act 2010 to monitor the protected characteristics of our customers/claimants and setting this marker helps us to meet that requirement
Claimant group	Any disabled customer/claimant having an LMS customer record created and who: • would benefit from extra support from an adviser, or help through early entry to programmes and initiatives, or access to specialist disability programmes, to help them move into work • may require reasonable adjustments to be made by JCP to ensure compliance with Equality Act 2010 - Access to Services. The customer/claimant must agree to this information being recorded.
Contact Centre involvement	Yes – particularly when a new LMS customer record is created and the customer/claimant declares himself or herself as a DP.
Action at local office	If in the course of an interview the customer/claimant declares they are a DP and

	consents for this to be recorded on LMS the marker must be set. Consent has to be obtained on a DPA1 before the information can be recorded.
How to correct	If the status is holding incorrect information or the customer's/claimant's circumstances change, the status can be amended and saved at any time.
Guidance links	Disabled Person Equality Act 2010 - Access to Services Communications Support Services Guidance.
Notes / Additional information	Where a DP marker has been set, there is no need to record further details of the health condition within the 'Health Problems – Restrictions on Work' sub screen of the 'More' Hotspot.

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Disadvantaged Groups (Dis GP)

Purpose	This is the green hotspot that shows the PWA; Refugee Status; Lowest Qualified, Ex Offender; Misuser of Drugs; Misuser of Alcohol markers information on these markers are covered individually within this guide.
Claimant group	The marker is voluntary and can be set on records of any claimant provided they give their permission by signing a DPA1. The marker covers PWA, Lowest Qualified, Refugee Status, Ex-Offender, Misuser of Drugs or Alcohol.
Contact Centre involvement	Yes: if claimant declares themselves to be in any of the relevant claimant group. Insert in LMS Conversations that claimant has indicated that they are in a particular claimant group. DPA1 form is required when they next attend the Jobcentre Plus office before marker can be set.
Action at local office	Can be set at anytime within the journey if the claimant identifies with any of these and provides consent for us to set the marker.
How to correct	Manually updated. Information recorded - PWA; Refugee Status; Lowest Qualified, Ex Offender; Misuser of Drugs; Misuser of Alcohol markers. Refugee Status; Ex Offender; Misuser of Drugs; Misuser of Alcohol are not compulsory but all need the consent of the claimant by completion of a DPA1 form
Guidance links	Chapter H Part 1 - Customer Record Functions, including Hotspots and Claims Not Pursued (CNP) (See Para 119) Chapter H Part 1 - Customer Record Functions, including Hotspots and Claims Not Pursued (CNP)

	(See Para 491)

Drug Misuse Marker

Purpose	To monitor how effective Jobcentre Plus is at getting drug misuse claimants back into work.
Claimant group	The marker is voluntary and can be set on records of claimants who declare drug misuse as a barrier to employment.
Contact Centre involvement	Yes: if claimant declares themselves to be in this claimant group. Insert in LMS Conversations that claimant has indicated that they are a drug misuser. DPA1 form is required when they next attend the Jobcentre Plus office before marker can be set.
Action at local office	If in the course of an interview the claimant declares they are a drug misuser and consents for this to be recorded on LMS the marker must be set. This marker is selected via the green hotspot DIS GP. A sub window will appear with the marker once selected. Consent has to be obtained on a DPA1 before the information can be recorded.
How to correct	The marker can be set or amended manually at any time, subject to the claimants' consent.
Guidance links	Drug and Alcohol Voluntary Referral LMS User Guide, Chapter H, Part 1, Customer Record Functions and Claim not Pursued.
Notes / Additional information	Marker will be deselected automatically: • 12 months from day marker set • when a claimants' 'employment status' is set to 'employed' • 13 weeks after a claimants' employment status becomes 'not known'. The drug misuse marker can be reset providing the claimants' drug misuse is still a barrier to work. A new DPA1 will need to be completed.

Duplicate Records

Purpose	To mark duplicate records found on LMS.
Claimant group	All
Contact Centre involvement	First Contact Admin must always carry out a duplicate record check on LMS for all new claimant records created on LMS by the First Contact Officer. If after all the checks there still appear to be duplicate records on the system duplicate record action on LMS must be taken.
Action at local office	If it becomes apparent in the Local Office that a

	duplicate record exists then Admin within the local office **must** take duplicate record action.
How to correct	On identifying duplicate records: • select the most appropriate record to use (usually the one with the most recent actions) • mark the other record as duplicate.
Guidance links	Duplicate Records

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Employment Status

Purpose	To ensure that the correct employment status is held for claimants on LMS.
Claimant group	All
Contact Centre involvement	**First Contact Officer** – When creating new claimant records on LMS it is extremely important that the FCO selects the correct Employment Status for the Claimant.
Action at local office	**Local Offices** - Must only reset a claimants' employment status if it is wrong. For example: • It was incorrectly set at the new or repeat claims stage • The claimants' Employment Status has changed due to a change of circumstances, including claim closure.
How to correct	Select the correct Employment Status for the claimant.
Guidance links	LMS User Guide, Chapter H, Part 1, Customer Record Functions including Hotspots and Claim not Pursued Appendix 2 Updating the Employment Status.

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ESA Classification

Purpose	The ESA Classification Hotspot (when visible) is located within the JP Client Window. From an ESA perspective it is mainly used to: • create the Work Programme Marker • decide if mandatory WP referral is correct • fix the attachment fee the WP Provider receives. • Determine the messages that a user sees when they access a claimant record. Hence it is vital that it is completed accurately.
Claimant group	All ESA claimants must have the ESA classification field set when the outcome of the Work Capability Assessment (WCA) is known. The ESA Classification Hotspot is applicable to ESA claimants in the Work-Related Activity Group (WRAG) and Support Group and will be created

	when the ESA classification is set to WRAG or Support Group.
Contact Centre involvement	No

Action at local office	The ESA classification field in the JP Client Window must be completed/updated when the outcome of an ESA claimant Work Capability Assessment (WCA) is known (usually via WAR reports).
	The ESA Classification Field will default to 'WCA Outcome Awaited'
	Once a WCA outcome is known you must set the ESA Classification Field for all ESA claimants in the following way:
	   1. Open the JP Client Window and select 'Amend'
	   2. From the drop down menu choose the right WCA outcome:
	• 'Work Related Activity Group'
	• 'WCA Outcome Awaited'
	• 'WCA Disallowed'
	• 'WCA Disallowed Appealed'
	• 'Support Group'
	• 'Credits Only'
	The ESA classification Hotspot will be created for ESA claimants with a WCA outcome of Work Related Activity or Support Group and further information must be recorded:
	   3. Set the Benefit Type field with either
	• ESA (IR)
	• ESA (Cont)
	For claimants who have been placed in the WRAG you must set the prognosis length (you must follow the correct procedure for recording prognosis length)
	Once this information has been recorded for WRAG and Support Group claimants the ESA Classification Field will become a Hotspot

How to correct	Access the JP Client Window and select 'amend'. Note: you can not amend the Prognosis field directly. This field is automatically filled in by the data entered into the 'Decision Date' & 'End Date' fields.
Guidance links	ESA Guidance for Jobcentres Chapter 02 Determine the Correct Route-way for Support Notifications & Prompts Annex 1 Completing the JP Marker
Notes / Additional information	The status of the JP Marker does not drive the ESA process and detailed guidance on the JP Marker and ESA claimants is not available. The

	only exception to this is when a NJWFI has been deferred. However, it is vital that the ESA classification field in the JP Client Window is completed for all ESA claimants and the ESA classification Hotspot completed for those placed in the Support Group and WRAG, as inaccurate information recorded affects WP referrals and WP Provider payment fees.

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ESA Interest Marker

Purpose	Indicates that the claimants LMS record was created by the automatic ESA JSAPS LMS interface.
Claimant group	ESA
Contact Centre involvement	None
Action at local office	None
How to correct	N/A
Guidance links	No specific guidance on the interface as this is an automated process. Guidance on how to manage rejections is below: ESA JSAPS Interface Rejection Guidance

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Ethnicity Marker

Purpose	We have a legal requirement under the Equality Act 2010 to monitor the protected characteristics of our claimants and setting this marker helps us to meet that requirement
Claimant group	All
Contact Centre involvement	**Contact Centre: First Contact Officer** – When creating new claimant records on LMS it is extremely important that the FCO follows the guidance in the LMS User Guide Chapter H Part 1 paragraph 106 regarding the Ethnicity Marker and records the ethnicity appropriately.
Action at local office	• new jobseeker interviews • creating new claimant record in LMS • Issuing form EEA5JP
LMS known problems	Sometimes the refugee and ethnicity marker is not set correctly due to a known LMS problem. For further information see LMS Known Problems Guide > 6 Interview Functionality.
How to correct	The marker can be set at any time.
Guidance links	DWP Monitoring Strategy LMS User Guide Chapter H Part 1

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Ex-Offender Marker

Purpose	To check how good Jobcentre Plus is at getting ex-offender claimants back into work. To ensure claimant can be considered for early entry to specific support and extra provision.
Claimant group	The marker is voluntary and can be set on records of claimants, who are ex-offenders, and claimants who are serving a custodial or community sentence.
Contact Centre involvement	Yes: Insert in LMS Conversations that claimant has indicated that they are an Ex-Offender. DPA1 form is required when they next attend the Jobcentre Plus office before marker can be set.
Action at local office	If in the course of an interview the claimant declares themselves to be: • an ex-offender • serving or has served a sentence in the community under supervision or • serving prisoners • and wishes this to be recorded on LMS. The marker can be set either as new claim or in amend mode. Click on 'Other Functions' then from the drop down list 'Other Disadvantages', then click on 'Ex-Offenders'. The green DIS GP hotspot will appear. **Consent has to be obtained on a DPA1 before the information can be recorded.**
How to correct	The marker can be amended manually at any time, subject to the claimants' consent. In amend mode, click on 'Other Functions' then from the drop down list 'Other Disadvantages', then click on 'Ex-Offenders'. The green DIS GP hotspot will appear.
Guidance links	Offender Guide – Setting disadvantaged makers on LMS LMS Data Protection Compliance Guide LMS User Guide, Chapter H, Part 1, Customer Record Functions and Claim not Pursued.
Notes / Additional information	Marker will be deselected automatically: • 12 months from the day marker set • when a claimants' 'employment status' is set to 'employed' • 13 weeks after a claimants' employment status becomes 'not known'. The ex-offender marker can be reset providing the claimants' offending history is still a barrier to work. A new DPA1 must be completed

Extended Period of Sickness

Purpose	In order to capture the on-flow and off-flow of claimants on EPS. Each time a stage marker is selected, LMS records it and it is captured on the Management Information (MI).
Claimant group	JSA
Contact Centre involvement	No
Action at local office	Jobcentre staff only must set the LMS markers, select 'JSA Extended Sickness' and then set the stage name "Start".
How to correct	Amending Pilot Details To amend current pilot details click on the [Pilots] hotspot in the 'View Client Details' window. Select [Amend] in the 'View Pilot Details' window and this allows you to amend the markers for any fields where a pilot is currently in operation in your office. When all the amendments have been made click on the [Save] button to record the changes. This also adds an entry to the pilot history for each marker, which has been amended. You are able to select any choice of pilot marker stage, as they are not validated. Not all stages are used in all locations even though they are displayed.
Guidance links	Treated as Available/Actively Seeking Employment
Notes / Additional information	Note: An Exit marker must always be set when a claimant's EPS ends

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Fail to Attend Interview (FTA)

Purpose	The FTA Marker is generated when a FTA is recorded against an arranged appointment. It records a FTA against the claimant's record and prompts fail to attend action to be taken for example. claim closure / DMA.
Claimant group	All
Contact Centre involvement	No
Action at local office	Prompts fail to attend action to be taken for example. claim closure / DMA.
How to correct	Cannot be amended
Guidance links	LMS User Guide Chapter H Part 1

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Help to Work

Purpose	The Help to Work (HtW) package is help and support, based on a claimant's individual circumstances. It is comprised of two distinct

	elements: Mandatory Intervention Regime (MIR) Daily Work Search Reviews (Daily WSR).
Claimant group	JSA
Contact Centre involvement	No
Action at local office	Must be set at Work Programme Completer Interview and amended/updated when necessary.
How to correct	Part of PWP marker. When claimant attends Work Programme Completer Interview (WPCI). Must be set for all WP completers from April 2014. Is a pilot marker but is now business as usual.
Guidance links	Help to Work (For JSA claimants whose WPCI was held between 28 April 2014 and 31 March 2016) or Help to Work (for JSA claimants whose WPCI was on or after 01 April 2016)

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Incident Marker or PV Marker

Purpose	To highlight claimant as being classified as Potentially Violent and not compromise staff safety.
Claimant group	Regardless - Any claimant who is classified as Potentially Violent.
Contact Centre involvement	Yes – Marker highlights claimant as being classified as Potentially Violent. Any contact made either by telephone or in person must be recorded on form appendix 2 per guidance which will assist with the annual review of the marker by the Nominated Manager.
Action at local office	Following an incident from which a claimant is classified as Potentially Violent by the Office Nominated Manager the Incident Marker must be set. The marker can only be input by someone with appropriate LMS Manager user access.
How to correct	The marker must only be removed if the Potentially Violent status is agreed to be removed by the Office Nominated Manager
Guidance links	Unacceptable Customer Behaviour

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In Work Initiatives Marker

Purpose	To identify claimants participating in In-Work Advisory Support (IWAS) and calculate 26 week eligibility period. Also provides record of access and procedural monitoring of Flexible Support Fund (FSF) In Work Emergency Payments for lone parents (IWEP)
Claimant group	Support for Lone Parents in the first 26 weeks of

	employment. (Lone) Parent marker must also be set.
Contact Centre involvement	Yes, if registering new claim within 26 week eligibility period.
Action at local office	Used by advisers referring lone parents to in-work support (IWAS and FSF-IWEP).
How to correct	No workarounds available
Guidance links	LMS User Guide Chapter H Part 4
Notes / Additional information	Due for amendment/increased functionality in LMS 32

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Joint Claim Marker

Purpose	The hotspot is used to view, record and amend joint claim details. It will always be displayed on a claimant record when the claimant record is in view mode and a joint claim history is held or where a claimant has an employment status of: • Unemployed Claiming JSA, Under 6 months; • Unemployed Claiming JSA, over 6 months; • New Deal, Unemployed under 6 months; • New Deal, Unemployed over 6 months; • WBTA, Under 6 months; and • WBTA, Over 6 months.
Claimant group	Displays 'N', unless identified as a Joint Claim. Then displays 'Y'.
Contact Centre involvement	When identified at the point the claimant claims, the marker is amended to 'Y' if appropriate.
Action at local office	To amend the marker appropriately, if the circumstances of the claimant change, or if a Joint Claim exemption is granted.
How to correct	Overwrite previous entry with new one.
Guidance links	LMS User Guide Chapter 1 Part H

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JP Marker

Purpose	• To support the mandatory interview process for JSA, ESA, IB and IS claimants. The JP Marker: identifies where a claimant is in the process, • calculates when ESA, IS and IB claimants need to be generated on local review schedules, • captures Performance and Management Information, • identifies which group claimant is in for example. Lone Parent, Other IS claimant etc, • Used to track claimants through the full end to

	end Jobcentre Plus process.
Claimant group	JSA, IB, IS, and ESA
Contact Centre involvement	The CMS or ESA JSAPS interface should automatically set this marker. Contact Centre involvement only required when this process falls down.
Action at local office	If set correctly, JP Marker should automatically update once new claim has been taken. May need to be updated after trigger reviews.
How to correct	The following technical system known problems must be reported to the Operations Management Centre service desk (OMC) on Tel: 0800 9754000: • The value has not moved on from WFI booked to caseload • The marker is corrupted and the following error message is shown – 'JP Error' The DWP Advice Line provides help with procedural queries when you can't find an answer in the guidance.
Guidance links	Create System Record
Notes / Additional information	**NB.** If a claimant made a claim to benefit before their office became a Jobcentre Plus office and continues to claim without a break, they remain outside of the JP process and should not have a JP marker set.

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LA Families Programme Marker

Purpose	• This marker is to support Jobcentre Plus colleagues in identifying claimants who are already working with Local Authorities as part of the Troubled Families programme. • This initiative applies to England only.
Claimant group	JSA/ESA/EX IB/IS/CARERS
Contact Centre involvement	No action required.
Action at local office	• Action to take if no existing Marker • This will be via the New Initiative button • The necessary actions need to be completed as per business as usual
How to correct	See above
Guidance links	Troubled Families Programme.
Notes / Additional information	For sensitivity purposes claimants are NOT to be advised they have a Troubled Families marker.

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Lone Parent Marker

Purpose	To support the lone parent process.

Claimant group	Eligible lone parents who wish to be on an adviser caseload.
Contact Centre involvement	Update marker to the appropriate category: • Not Known • No • Lone • Parent
Action at local office	The Marker for this initiative is generated by using the 'New Initiatives' hotspot. See Guidance below.
How to correct	See Guidance below.
Guidance links	Setting the Lone Parent Marker.
Notes / Additional information	Lone Parent indicator must be set to 'Yes' with the Lone Parent status marker must be set to 'Lone'. Please note that from 04 April 2011, NDLP no longer exists as a programme, but, for the present, the LMS NDLP marker should still be used in support of lone parents.

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Lone Parent Work Focused Interview Marker

Purpose	To support the LPWFI process.
Claimant group	Stock Lone Parents who claimed prior to Jobcentre Plus rollout.
Contact Centre involvement	Only exiting the LPWFI marker when claimants make a new claim under Jobcentre Plus.
Action at local office	See Guidance below.
How to correct	See Guidance below.
Guidance links	Lone Parent WFI Stock Customers
Notes / Additional information	**Please note the LPWFI marker and the JP marker must never be set at the same time.** The status of 'No', 'Not required' or 'exit' do not count as set for this purpose. The employment status must be set to 'Unemployed not claiming JSA' and the primary Benefit to 'Income Support' Users must ensure that when claims are closed down, the LPWFI marker is also exited. This requires good communication between benefit teams and the adviser teams.

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Lowest Qualified Marker

Purpose	To help staff identify these claimants better and recommend appropriate interventions.
Claimant group	The marker must be set for claimants with no qualifications.
Contact Centre involvement	None.
Action at local office	The marker may be set at the New Jobseeker

	Interview, at subsequent main interviews or at any intervention. The lowest qualified marker can be found in the DIS GP hotspot on LMS. Advisers can amend the lowest qualified marker from the 'Qualifications/Assessments' window at any time, either within or outside an interview.
How to correct	The marker, where it is set, is automatically updated by the input of recognised qualifications in the Quals/Assmt hotspot. May need to manually re-set, depending on qualification type input.
Guidance links	LMS User Guide, Chapter H, Part 1, Customer Record Functions and Claim not Pursued.
Notes / Additional information	The lowest qualified maker must be set for any claimants who have no qualifications. If the LQI is 'Yes', the forename field will shrink from the right to accommodate a green hotspot labelled DIS GP.

Migrant Access to Benefits (MABs)

Purpose	Set before the Initial Work Search Interview (at preview stage). It is called the EEA pilot marker. It is a pilot marker but is now business as usual.
Claimant group	JSA
Contact Centre involvement	No
Action at local office	Must be set before the Initial Work Search Interview but can be updated/amended during the journey.
How to correct	Amending Pilot Details To amend current pilot details click on the [Pilots] hotspot in the 'View Client Details' window. Select [Amend] in the 'View Pilot Details' window and this allows you to amend the markers for any fields where a pilot is currently in operation in your office. When all the amendments have been made click on the [Save] button to record the changes. This also adds an entry to the pilot history for each marker, which has been amended. You are able to select any choice of pilot marker stage, as they are not validated. Not all stages are used in all locations even though they are displayed.
Guidance links	Habitual Residency Test

More Frequent Attendance (MFA)

Purpose	The "MFA" hotspot is used to record more frequent attendance for JSA claimants

Claimant group	JSA
Contact Centre involvement	No
Action at local office	Created when a MFA referral is made
How to correct	Amend
Guidance links	LMS User Guide Chapter H Part 1

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More Hotspot

Purpose	[More] is used to record additional information relating to jobsearch activity, for example, the details that can be obtained from the form JSA1, should be recorded on the claimant record held on LMS. This information can then be used for future labour market activities and saves duplication of work. Once the information is recorded, it is available to all.
Claimant group	All
Contact Centre involvement	No
Action at local office	Updated at the point where appropriate information needs to be recorded
How to correct	Amend
Guidance links	LMS User Guide Chapter H Part 1

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New Initiatives

Purpose	To set Pilot Markers
Claimant group	Will depend on initiative
Contact Centre involvement	If appropriate
Action at local office	If appropriate
How to correct	Will depend on initiative
Guidance links	Will depend on initiative

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Parent Indicator

Purpose	The Parent Status marker is used to record if a claimant is a 'Parent', 'Lone Parent' or 'Not a Parent'. Used for to assist Advisers in identifying the JSA Parent status for claimants for whom the JSA Flexibilities may apply during their claim. DMA purposes, parent flexibilities etc.
Claimant group	These claimants include couples, single Foster Parents or Grandparents or non-resident partners that continue to have childcare responsibilities and are recorded under the category of 'Parent' on this marker.
Contact Centre involvement	Yes, when setting up or amending LMS records. Where the CSO is prompted to gather child details

	the parent marker is set.
Action at local office	Advisers must ensure that where a Lone Parent is making the claim, the Parent Status box is set to 'Lone'. **This includes where the benefit claimed by the Lone Parent is JSA or IB.**
How to correct	Set the indicator.
Guidance links	Parent Marker
Notes / Additional information	**It is vital that where the claimant group is JSA, IB or other IS that the LP indicator is set.** This is not always automatically set by LMS. Where LMS knows that the claimant is a Lone Parent, the indicator will be set automatically for example. if the LPWFI marker is set, or the JP marker is set with a claimant type of Lone Parent.

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Partners Marker

Purpose	To support the partner process.
Claimant group	Eligible partners who wish to be on an adviser caseload.
Contact Centre involvement	No.
Action at local office	The Marker for this initiative is generated by using the 'New Initiatives' hotspot. See Guidance below.
How to correct	If markers have been set incorrectly see the Guidance below.
Guidance links	Work preparation support for partners guide.
Notes / Additional information	Advisers must ensure that the correct WFI markers are set (if required) when the partner leaves. **Please note** that from 04 April 2011, NDP no longer exists as a programme, but, for the present, the LMS WFI markers should still be used in support of partners.

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Pension Credit Marker

Purpose	To highlight when a claimant is receiving pension credits. Provides Management Information on the services and provision that Jobcentre Plus delivers to both Pension Credit recipients and their partners.
Claimant group	Pension Credit Claimants who require support from Jobcentre Plus, in order to find work.
Contact Centre involvement	No.
Action at local office	Yes. If contacted by a Pension Credit claimant who needs support to look for work, the marker is set to 'Y' at the point the basic LMS record is created.

How to correct	Overwrite the previous entry.
Guidance links	LMS User Guide Chapter H Part 5

Person Without Accommodation Marker

Purpose	To monitor how effective Jobcentre Plus is at getting homeless claimants back into work.
Claimant group	The marker is voluntary and can be set on records of claimants who do not have a permanent address.
Contact Centre involvement	Yes: if claimant declares themselves as a PWA.
Action at local office	An advisor can set the PWA marker with or without the claimant's permission.
How to correct	The marker can be amended manually at any time, subject to the claimants' consent.
Guidance links	Homelessness Guidance LMS User Guide, Chapter H, Part 1, Customer Record Functions including Hotspots and Claim not Pursued,
Notes / Additional information	The marker must be removed once the claimant moves into permanent accommodation or at the request of the claimant. Only the local Jobcentre Plus address should be entered into the address field if the PWA marker is set; a mismatch prompt will appear but can be ignored in this instance.

Primary Benefit

Purpose	If an employment status of `unemployed not claiming JSA` is selected in LMS, the Primary Benefit field must be completed as follows for these client types: • `Incapacitated/disabled`, the Primary Benefit must be set to Incapacity Benefit. • `Lone Parent', the Primary Benefit must be set to Income Support, unless the Lone Parent is also incapacitated then client type must be set to 'Incapacitated / Disabled' and the Primary Benefit to 'Incapacity Benefit' • 'Carers in receipt of Income Support and Carer's Allowance', Client type must be set to 'Other IS' and Primary Benefit must be set to 'Income Support'. Primary Benefit of 'Carer's Allowance' must only be used for claimants in receipt of Carer's Allowance only without IS.
Claimant group	ESA/IB, IS
Contact Centre involvement	Yes
Action at local office	Must be set if not already done so at first contact

	or amended as appropriate.
How to correct	Set at first contact. The Primary Benefit marker is only available if the claimant has an employment status value of 'Unemployed, not claiming JSA
Guidance links	Chapter H Part 1 - Customer Record Functions, including Hotspots and Claims Not Pursued (CNP)

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Qualifications/Assessment (Quals/Assmt) Hotspot

Purpose	To record results of skills screening and who may benefit from help to obtain skills for their job goal
Claimant group	All
Contact Centre involvement	No
Action at local office	Can be set at any main intervention
How to correct	The marker, where it is set, is automatically updated by the input of recognised qualifications in the Quals/Assmt hotspot. May need to manually re-set, depending on qualification type input.
Guidance links	LMS User Guide Chapter H Part 1 The Skills Guide

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Qualifying Periods

Purpose	The Qualifying Period hotspot is used to record periods of claiming JSA and the period of time spent on some opportunities that count towards a claimant's employment status. It will be displayed on the 'Client Details' window regardless of the employment status. The hotspot will not be active when the 'Client Details' window is being created or amended.
Claimant group	JSA claimants
Contact Centre involvement	None directly but created at the point the Claim details are input.
Action at local office	This hotspot allows access to a window in order to record qualifying periods (Claim, Opportunity, Joint Claim and Miscellaneous), which will then be used to automatically calculate a claimant's employment status by applying the 28-day rule. When the claimant has been claiming for 6 months the employment status will automatically update. For example, from 'Unemployed, Claiming JSA Under 6 months' to 'Unemployed, Claiming JSA Over 6 months'. .LMS automatically records qualifying periods in certain circumstances. Recording job entries, opportunity starts (for some opportunities), opportunity end dates and adviser sign offs activate the automatic

	recording of either claim or opportunity periods within the 'Qualifying Period List' window.

How to correct	To manually record a qualifying period click on the [Qlfy Prds] hotspot in the 'View Client Detail' window, one of the following will occur:
	The 'Qualifying Period List' window will be displayed. Click on [New] to display the 'Qualifying Period Detail' window; or
	The following message will be displayed:
	
	'No qualifying period records are held for this client. Do you wish to add one?
	[Yes] [No]
	
	Click on [Yes]; the 'Qualifying Period Detail' window will be displayed.
	On the 'Qualifying Period Detail' window input the following details for each period:
	• **Type** - The relevant type of qualifying period, click on one of the following radio buttons
	  • Claim - (C)
	  • Opportunity - (O)
	  • Miscellaneous - (M)
	  • Joint Claim Exempt - (JX).

Guidance links	LMS User Guide Chapter H Part 1

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Refugee Marker

Purpose	To measure Jobcentre Plus activity with refugee claimants. To ensure claimant can be considered for early entry to specific support and extra provision.
Claimant group	**All LMS Records**. The marker is voluntary, with a 'prefer not to say' option and must only be set with the claimants' permission. It must be completed on **all** LMS records.
Contact Centre involvement	Yes: Insert in LMS Conversations that claimant has indicated that they are a Refugee or are in receipt of Humanitarian Protection (HP)/Discretionary Leave to Remain (DL)/Indefinite Leave to Remain granted exceptionally outside the Immigration Rules (LOTR). DPA1 form is required when they next attend the Jobcentre Plus office before marker can be set.
Action at local office	The marker should be set at the New Jobseeker Interview or subsequent main interviews but can be completed at any intervention. The marker can be set either as new claim or in

	amend mode.
	• Click on 'Other Functions'
	• then from the drop down list 'Refugee Status',
	• then click on 'refugee/ILR' for those with refugee status or
	• 'Other/HP' for those with HP/DL or LOTR as appropriate.
	• The green DIS GP hotspot will appear.
	This marker can also be set for non Jobcentre Plus claimants at for example. Outreach provision, Job fairs etc.
How to correct	The marker can be amended manually at any time, subject to the claimant's consent. In amend mode, click on 'Other Functions' them from the drop down list 'Refugee Status', then click on 'refugee/ILR' or 'Other HP' as appropriate. The green DIS GP hotspot will appear.
Guidance links	Completing the LMS Refugee Marker Guide , LMS Data Protection Compliance Guide LMS User Guide, Chapter H, Part 1, Customer Record Functions including Hotspots and Claim not Pursued (See Para 113).

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UJ Pilot Marker

Purpose	To be set when Claimant has a Universal Jobmatch Account.
Claimant group	JSA
Contact Centre involvement	No
Action at local office	The marker is set during the Initial Work Search Interview if the claimant has already set up a UJ account.
How to correct	Must be set during the Initial Worksearch but can be amended/updated anytime during the customer journey.
	Amending Pilot Details
	To amend current pilot details click on the:
	• [Pilots] hotspot in the 'View Client Details' window.
	• Select [Amend] in the 'View Pilot Details' window and this allows you to amend the markers for any fields where a pilot is currently in operation in your office.
	When all the amendments have been made click on the [Save] button to record the changes. This also adds an entry to the pilot history for each marker, which has been amended.
	You are able to select any choice of pilot marker stage, as they are not validated. Not all stages are

	used in all locations even though they are displayed.
Guidance links	Universal Jobmatch Toolkit

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WFI for Partners Marker

Purpose	To support the WFI for Partner process and to offer extra support, if desired via WPSP (Work Preparation Support for Partners).
Claimant group	Partners of claimants, who have had a continuous claim to a qualifying benefit for 26 weeks, in which they receive an increase of benefit for the partner.
Contact Centre involvement	None.
Action at local office	See Guidance Below.
How to correct	See Guidance Below.
Guidance links	Work Focused Interviews for Partners Guide, LMS User Guide, Chapter H, Part 1, Customer Record Functions including Hotspots and Claim not Pursued (See Para 621)

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Work Focused Support for Carers (WFSC)

Purpose	To support the Work Focused Support for Carers process
Claimant group	Carers who meet the WFSC eligibility criteria and voluntarily join the scheme.
Contact Centre involvement	No
Action at local office	See Guidance below.
How to correct	See Guidance below.
Guidance links	Carers Markers Guidance
Notes / Additional information	Work Focused support for Carers was introduced in December 2009 by Jobcentre Plus as one of a number of commitments made in the Carers Strategy Document 'Carers at the heart of 21st Family and Communities'. It was intended to improve the help and advice available to carers wishing to enter/re-enter the labour market.

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Work Programme Hotspot

Purpose	The marker highlights the claimant's journey and eligibility for referral to Work Programme provision.
Claimant group	ESA, JSA and IS
Contact Centre involvement	No
Action at local office	Claimant can be referred to the WP during an interview provided the WP hotspot shows the following value 'WP Eligible' and provided there is

	no postponement recorded or the claimant is not participating in Work Choice or Residential Training for Adults with Disabilities.
How to correct	Created automatically (when all the necessary details are present in the JP marker) when the client detail window is opened. Some elements of the WP marker can be updated manually by the user e.g. deferral and exemption reasons.
Guidance links	Work Programme LMS guidance

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