JSA (CNS) Creating a revised JSA (CNS) Claimant Commitment

Summary

How to create a revised JSA (CNS) Claimant Commitment

Content

Following a Work-Related Interview (WRI) the work coach (WC) will update the Work Services Platform (WSP) if there are any changes to the claimant's availability or conditionality.

The account developer (AD) then opens a blank UC313 JSA (CNS) Claimant Commitment form from Supporting document(s) for Jobseeker's Allowance.

The AD copies and pastes all relevant information from WSP into UC313 JSA (CNS) Claimant Commitment form and where necessary adds new actions to the 5 core elements of the Claimant Commitment:

- information gather and assessment of claimant circumstances
- identifying the work a claimant is expected to look and be available for
- setting work-search requirements
- setting work preparation requirements
- setting on-going contact requirements

The AD initiates an outbound call to the claimant to inform them of details of the revised Claimant Commitment and if a Digital Signature has been obtained.

Definition of Digital Signature is when the conversation with the claimant has been recorded through the Call Recording System.

Digital signature not obtained from the claimant

The AD:

1. Locates the UC335 to inform claimant of consequences if Claimant Commitments are not signed and returned.

2. Populates the UC335 with the claimant's name, address and National Insurance number (NINO) obtained from supporting documents within the IKB.

3. Prints the UC335 JSA.

4. Posts the UC335 JSA and two copies of the updated UC313 to the claimant with a prepaid envelope.

5. Uploads the UC335 and the UC313 to the Document Repository System (DRS).

6. Updates JSAPS dialogue JA110 with notes 'Revised Claimant Commitment issued to claimant'.

7. Creates a generic manual CAMLite task with the following details:

   - Task Type: Generic clerical

   - Sub Type: Action required

   - Start Task From: Today's date

   - SLA: 14 Days

   - Notes: ' UC335 and two copies of the updated UC313 posted, one signed UC313 to be returned due to change in circumstances, see DRS dated dd/mm/yyyy'

   - Assigned To: UC – Work Services

     See CAMlite and Work Service Platform notes

Digital signature obtained from the claimant

The AD:

1. Prints two copies of the UC313.

2. Sends two copies of the updated UC313 to the claimant. The claimant will sign and return one

copy of the UC313 and retain the second copy for their records.

3. Selects 'General' menu in WSP:

- 'About me' section, must turn 'barriers' into positive statements of what a claimant can do in terms of types of work, work search and work preparation

- the Claimant Commitment and Commitment Pack must be discussed, populated and talked through with the claimant as a holistic discussion

4. Selects 'Notes'.
5. Selects the 'Add new note' hyperlink.
6. Creates 'Commitment Pack' note in WSP.

- This note will be copied and pasted from WSP 'Notes' into the Commitment Pack, specifically section 1 'About me – for guidance this should be presented as free text bullets to record personal circumstances that impact on work such as health, caring, transport, working patterns, voluntary work and skills gaps (these should be positive statements in bullet form, specific to the claimant in relation to their Claimant Commitment and must be concise and to the point)

Evidence from Stretford LIT shows that:

- the correct approach delivers claimant buy-in and demonstrates an acknowledgement of their personal circumstances

- the claimant needs to understand the detail of the consequences of non-compliance and the effect of escalating

sanctions and where they are on this path

Examples could include:

- children under 12 but still able to work during school hours

- caring responsibilities but still able to work outside of the caring parameters

- claimant does not have a driving licence but has access to a good bus route

This list is not a complete list.

7. Selects 'Save'.

8. Selects 'Close' and is returned to the 'Claimant record'.

9. Locates the UC335 to inform the claimant of the consequences if Claimant Commitments aren't signed and returned.

10. Populates the UC335 with the claimant's name, address and NINO obtained from Universal Credit core.

11. Prints the UC335.

12. Posts the UC335 and two copies of the updated UC313 to the claimant with prepaid envelope.

13. Uploads the UC335 and UC313 to DRS.

14. Updates JSAPS dialogue JA110 with notes 'Revised Claimant Commitment issued to claimant'.

15. Creates a generic clerical CAMlite task with the following details:

- Task Type: Generic Clerical

- Sub Type: Action Required

- Start Task From: Today's date

- SLA: 14 Days

- Notes: 'UC335 and two copies of the updated UC313, one signed copy of the UC313 to be returned due to a change in circumstances see DRS dated dd/mm/yyyy'

- Assigned To: UC – Work Services

  See CAMlite and Work Service Platform notes