

JSA (CNS) The agent creates a shortened Claimant Commitment Summary

How to create a shortened JSA(CNS) Claimant Commitment

Content

The account developer (AD) completes the following five steps of the interview with the claimant before establishing and agreeing the terms of the shortened JSA(CNS) Claimant Commitment:

1. Introduction and data-gather.
2. Diagnosis (reason for the shortened Claimant Commitment).
3. Sets the work search requirements.
4. Sets the work-preparation requirements.
5. Sets the intervention regime.

The AD then accesses a blank shortened UC337 from their Supporting Document(s) for Jobseeker's Allowance area of the knowledge base.

The UC337 is required for example when a claimant is temporarily sick and their work search requirement is temporarily switched off.

The information supplied by the claimant on the Work Service Platform (WSP) is copied and pasted onto the UC337.

The AD explains to the claimant that they will be offered coaching and support to assist them in meeting their Claimant Commitment requirements.

The AD previews and agrees the claimant commitment with the claimant to ensure that they fully understand their responsibilities in order to receive a JSA(CNS) payment.

The AD explains that sanctions outlined on their Claimant Commitment will be applied to their payment if they fail to comply with their agreed responsibilities.

The AD then 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.

The definition of Digital Signature is when the conversation with the claimant has been recorded through the call recording system.

The AD will then wrap up the call using standard procedures. See Handling Calls.

Digital signature not obtained from the claimant

The AD:

1. Locates the UC335 to inform the claimant of the consequences if the Claimant Commitments aren't signed and returned.
2. Populates the UC335 with the claimant's name, address and National Insurance number (NINO) obtained from Universal Credit Core.
3. Prints the UC335.
4. Posts the UC335 and two copies of the UC337 to the claimant with a pre-paid envelope.
5. Uploads the UC335 and the UC337 to the Document Repository System (DRS).
6. Updates JSAPS dialogue JA110 with notes: 'Revised Claimant Commitment issued to claimant'.
7. Creates a CAMlite task with the following details:
 - Task Type: Generic Clerical
 - Sub Type: Action Required
 - Start Task From: 14 days from the date the CC was posted
 - SLA: 3 Days
 - Notes: 'UC335 and two copies of the UC337 posted, one signed copy of the UC337 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

Digital signature obtained from the claimant

The AD:

1. Prints two copies of the Jobseeker's Allowance Contribution-Based Claimant Commitment. The agent sends two copies of the updated Claimant Commitment to the claimant. The claimant signs and returns one copy of the Claimant Commitment and retains the second copy for their records.
2. Selects the 'General' menu in the Work Services Platform (WSP).
3. Selects 'Notes'.
4. Selects the 'Add new note' hyperlink. This opens a free text box which can be populated by the agent with a note, for example:
 - 'Shortened JSA CC due to sickness for period from (enter date) to (enter date) issued to claimant'
 - 'Shortened JSA CC due to (enter type of temporary absence) for period from (date) to (date) issued to claimant'
 - 'Temporarily switch off the work search and availability requirements of the JSA Claimant Commitment for a claimant who has been accepted as sick for up to 14 days (first or second period of sickness within a rolling 12 month jobseeking period) from (enter date) to (enter date)'.
5. Selects 'Save'.
6. Selects 'Close' and is returned to the 'Claimant record'.

7. Locates the 'UC335 to inform the claimant of the consequences if the Claimant Commitments aren't signed and returned.
8. Populates the 'UC335 with the claimant's name, address and NINO obtained from Universal Credit core.
9. Prints the UC335.
10. Posts the UC335 and two copies of the UC337 JSA Shortened Claimant Commitment to the claimant with a pre-paid envelope.
11. Uploads the UC335 and UC337 to DRS.
12. Updates JSAPS dialogue JA110 with notes: 'Revised Claimant Commitment issued to claimant'.
13. Creates a generic clerical CAMLite task with the following details:
 - Task Type: Generic Clerical
 - Sub Type: Action Required
 - Start Task From: 14 days from the date the CC was posted
 - SLA: 3 Days
 - Notes: 'UC335 posted, one signed copy of UC335 JSA Shortened Claimant Commitment to be returned due to a change in circumstances, see DRS dated xx/xx/xxxx'
 - Assigned to: UC – Work Services

See CAMLite and Work Service Platform notes