

# JSA (CNS) Claimant Commitment 2nd Opinion Interview

## Summary

How to review and form a second opinion interview on a clerical Claimant Commitment for JSA(CNS)

## Content

The adviser retrieves the clerical Claimant Commitment. This is stored at the Universal Credit outlet during the 'cooling off' period.

The adviser previews the unaccepted Claimant Commitment with the claimant present. They talk the claimant through the Claimant Commitment and ask the claimant which parts of the Claimant Commitment they do not agree with and why.

The adviser discusses the areas where the claimant disagrees, probing and if appropriate, challenging the reasons given.

The adviser evaluates the information provided and decides whether to revise the information held on Work Services Platform (WSP) and the clerical Claimant Commitment (for JSA(CNS)).

To form a second opinion, the adviser considers the reasons given for the claimant's objections. They also consider any additional information concerning:

- readiness for work
- any circumstances making getting into work more difficult
- additional support needed
- provision available to tackle these circumstances

The adviser reviews the unaccepted Claimant Commitment in light of the reasons and information given. The adviser determines whether the Claimant Commitment can be revised.

The adviser tells claimant the result of their 2nd opinion review. The result will be that the Claimant Commitment will either be revised or upheld.

## For New Claims to JSA(CNS)

If the Claimant Commitment is changed and the claimant accepts the revised Claimant Commitment, their original date of claim will stand and their claim will proceed.

If the Claimant Commitment is not changed the JSA(CNS) claim will become claim not pursued and the claimant will not have the option to accept the original Claimant Commitment. The Adviser informs claimant that if they wish to make a claim for JSA(CNS), they must submit a new claim to JSA(CNS). Adviser will inform claimant of how they can make a new claim to JSA(CNS)

Adviser updates WSP note field with 'Claim not pursued' on WSP claimant record screen. No further system action is required as this is a clerical Claimant Commitment.

Adviser sends a copy of the signed Claimant Commitment to the Mail Opening Unit (MOU) by secure post for scanning into the Document Repository System (DRS). This is marked 'No CAMLite action'.

The adviser accesses LMS and populates the UCJSA1 Claim form with the Standard Occupational Classification (SOC) codes (these will be set from the job requirements and sanctions to be migrated).

LMS information includes:

- LMS SOC code (each Job type has it's own individual four digit code)
- any previous Legacy sanctions that were not served either in part or in full must be migrated to JSA(CNS) or Universal Credit if a dual claim
- the Service Centre adviser will determine which benefit the sanction will be applied to (i.e. Universal Credit if a dual claim or JSA if a JSA(CNS) only claim)

The adviser completes the UCJSA1 Claim form and attaches to the WSI bundle prepared at the initial Work Search Interview (WSI).

The adviser collates WSI Bundle and determines which Service Centre to send WSI Bundle to by accessing JSAPS dialogue JA510 and viewing the Service Centre ID code in top right hand corner (i.e. Glasgow (00502) or Bolton (00410)). The bundle is forwarded to the relevant Service Centre via courier.

A WSI bundle consists of:

- completed/amended and signed UCJSA1 Claim form
- supporting evidence (wage slips, P45, Occ Pen)

- WSI summary sheet

The adviser checks if claimant's first pay day has passed.

If between the date of claim and the initial WSI the claimant's first payday has passed (the payday is determined by last 2 numbers of National Insurance number dialogue JA470 will need to be updated.

See also Operational Guidance >> Jobseeker's Allowance >> Jobseekers Allowance System Guidance >> System Reference Guide volume 8 >> JA470.

The adviser updates CAMLite Contact History with a note of the claimant's attendance and completion of the Claimant Commitment and WSI Bundle forwarded to the Service Centre (insert date and name of Service Centre).

The adviser selects 'Save and close' on WSP record from the ribbon and then closes all relevant claimant records including WSP, DRS, CAMLite and JSAPS. This list is not exhaustive.