



# **UC09WS Initial Evidence Interview**

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## Important information

Topic	Topic title	Duration
Topic 01	Introduction	5 minutes
Topic 02	Pre IEI Activity	25 minutes
Topic 03	The Initial Evidence Interview (including UC45 Document Examination e-Learning)	175 minutes
Total duration of all topics		205 minutes

Job role	Learning required	Duration
Work coach	All	205 minutes
Assisted service coach (ASC)	All (including UC45 Document Examination e-Learning if not completed previously)	205 minutes
All other job roles	All except for UC45 Document Examination	160 minutes



Searchlight has replaced CIS. CIS will be decommissioned over a period of time. Until the decommissioning is complete this learning refers to CIS.



You should have received the training service secure National Insurance number to give to the learners.

This is a real National Insurance number and should not be written down anywhere. For security reasons this National Insurance number is not to be used outside the training environment.



Due to the Coronavirus contingency procedures that are in place, learners will be using several PowerPoints on the Coronavirus page on Universal Learning.

### [Coronavirus](#)

Learners should access these so they become familiar with locating them. You will be talking the learners through the following PowerPoints so you should become familiar with them yourself:

- Account recovery: face to face work coach
- Account recovery: telephony work coach
- Updating CIS and correct a data mismatch



Show Slide 01 – UC09WS – Initial Evidence Interview

## Aim and objectives



Show Slide 02 – Aim and objectives

Please allow the learners time to read through the aim and objectives on the slide.

## Topic 01 Introduction

The purpose of the Initial Evidence Interview (IEI) is to gather confirmation of the circumstances disclosed by the claimant when they made their claim.

This means that we will confirm the claimant's identity and gather required information to complete payment blocking to-dos. This ensures claimants are paid the correct entitlement on time.

A claimant can verify their identity:

- through online verification
- by correctly answering biographical questions over the phone
- at a face to face interview in the Jobcentre



Even if a claimant passes online verification or the biographical questions, they may still need to be seen face-to-face. The service will conduct background checks with other systems and determine if a face-to-face appointment is needed.

## Topic 02 Pre IEI activity

### Online verification



Show slide 03 – Online verification

This is a title slide to support virtual delivery only.

Claimants can attempt to prove their identity online.

GOV.UK Verify uses certified companies to check the claimant is who they say they are. Government Gateway uses Her Majesty's Revenue and Customs (HMRC) records.

This video explains the Verify process.



Play the [Verify Internal Video](#) (10 minutes). Ensure you have selected the slider button to include computer sound when sharing content in Teams.

Some learners may have already seen this.

If the claimant fails the online verification, a **Verify claimant identity: face to face** to-do is generated.

If a claimant can't use online verification a **Verify claimant identity: biographical questions** to-do is generated. If their identity can't be verified using biographical questions or they fail the background checks, then a **Verify claimant identity: face to face** to-do is generated.

You created your claimants using the training service in



a previous module. For all training service claims we are unable to verify identity online.

### Customer Information System (CIS) (Searchlight)



Show slide 04 – Customer Information System (CIS) (Searchlight)

CIS (Searchlight) is a central store of customer information held by the Department for Work and Pensions (DWP). It stores:

- **Personal details** – name history, address history, contact details, date of birth, date of death, National Insurance number, gender
- **Corporate Organisation Records** – where an organisation has acted as the customer's representative (for example, appointee)
- **Personal relationships** – includes details of everyone included on a claim and their relationship to claimant. It also records whether the claimant is the payee of another person
- **Full Award Details** – full details about specific benefit awards
- **Interest History** – current and historical business interests
- **Income** – current and historical earnings details including employment and pension information



A CIS (Searchlight) trace is automatically attempted when a claimant successfully:

- submits their claim online
- verifies their identity online



Show slide 05 – CIS (Searchlight) trace outcomes

If a match is found in CIS (Searchlight) Universal Credit is updated with:

- the claimant's National Insurance number and gender
- any control measures in place for example an Unacceptable Customer Behaviour (UCB) marker

If a match is not found in CIS (Searchlight):

- a **Record National Insurance Number** to-do is created
- a **Check CIS** to-do is created

## Topic 03 – The IEI

### Verify claimant identity: biographical questions to-do



Show slide 06 – Verify claimant identity: biographical questions to-do

A **Verify claimant identity: biographical questions** to-do is created when the claimant has not been able to verify their identity online.

You will use the to-do to:

- check if biographical questions are suitable for the claimant
- prepare three biographical questions
- ask the questions and record whether the claimant answered them correctly

We call this a biographical (bio) test.

After conducting a bio test, a face-to-face appointment may still be required.

The to-do will advise you of the action to take.



Allow 10 minutes. Refer the learners to the following spotlights:

[Spotlight on: Biographical tests](#)

[Spotlight on: using Searchlight to find information for biographical questions](#)



The questions must be varied and 2 of the 3 questions must be of high value.



Ask the learners to locate their claimant Griselda, find and open the **Verify claimant identity: biographical questions** to-do.

The first part of the to-do is to determine if biographical questions are suitable for this claimant. If they aren't, the to-do is completed and a **Verify claimant identity: face to face appointment** to-do is generated.

For Griselda, learners should answer these questions within the to-do so that biographical questions are generated.

**Can you find the claimant on Searchlight (CIS)?**

Select **Yes**.

**Does the claimant have a National Insurance number?** Select **Yes**.

Select **Continue**.

If Griselda didn't have a National Insurance number, you should continue to complete the to-do and verify their identity. You should then complete the **Request a NINO** to-do that the service would generate.

Allow 5 minutes. Ask the learners to refer to the following spotlight:



### Spotlight on: Claimant without National Insurance number

You can now prepare the biographical questions for the claimant. You should do this in advance of the call, so you know if there is sufficient information held on Searchlight to match the biographical questions generated in the to-do.

When biographical questions can't be generated, you must update and follow the to-do to book a face-to-face appointment.



Refer the learners back to their claimant Griselda. They should complete this part of the to-do as if there is enough information on Searchlight. They should select at least two high value categories.

Learners should do this for Griselda now. They can select any of the questions.

You can now call the claimant to ask the questions and record whether they answered correctly or not. You still have the option to book a face-to-face appointment even though the biographical questions have been generated.



How many correct answers must a claimant give to satisfy the test?



The claimant must successfully answer two out of three questions correctly.

Refer the learners back to their claimant Griselda. They



should complete the to-do as if the claimant answered the questions correctly.

The service will decide if further evidence is needed and if the claimant must attend a face-to-face appointment.

Learners can complete the to-do by selecting **Done**.



For all training service claimants, the service will require further evidence and generate the **Verify claimant identity: face-to-face appointment** to-do. In the real world, the service could complete the checks and be satisfied with the evidence presented so the claimant would not require this appointment.

### Verify claimant identity: face-to-face appointment to-do



Show slide 07 – Verify claimant identity: face-to-face appointment to-do

Once a **Verify claimant identity: face-to-face appointment** to-do is generated you must see the claimant face-to-face.



Home visits to claimants who are unable to attend can be completed in exceptional circumstances.

Claimants that are mentally or physically incapacitated and cannot manage their own affairs can nominate an appointee.

You must check that all documents provided by the claimant are genuine. You should raise any doubts on the validity of the documents with the identity fraud team who will advise you of the action to take.



Allow 5 minutes. Refer learners to Universal Learning for further information:

### Documentary evidence

Ask learners to follow the hyperlinks to read about the different types of primary and secondary evidence that claimants can use.



If delivering this learning to the assisted service coach role check if the learners have completed UC45 Document Examination as part of the assisted service core learning journey. If they have not completed it, they will need to complete it now.



Allow 45 minutes for this e-Learning.

Ask learners to complete the UC45 Document Examination module.



Ask the learners to access the **Verify claimant identity: face-to-face appointment** to-do for their claimant Griselda.

Learners should follow the to-do to book the face-to-face appointment first. They will need to return to the claimant's dashboard to book this. As the appointment must be face-to-face, **In a jobcentre** should be selected. The appointment type is **Initial Appointment**. The appointment duration can be either 25 or 50 minutes depending upon how much time they need to complete it. They need to confirm what identity documents the claimant has provided. As they are booking this at the end of the call to complete the bio test they would be able to ask the claimant what identity document they have and select these. They can make these up for this example.

Once they have completed booking the appointment, they should mark it as attended and access her **Verify claimant identity: face-to-face appointment** to-do again. They should work through the to-do to answer the questions as if Griselda attended with the evidence. They can make up any reference numbers.



Ask the learners to complete the **Verify claimant identity: biographical questions** and **Verify claimant identity: face-to-face** to-dos for their claimants Algernon, William and Yingg. They can complete the to-dos without booking the appointments to save time.



If you're not on the phone to the claimant when booking the appointment, the service will advise the claimant of the documents they must provide.

### Verify Claimant ID (Security concern) to-do

The **verify claimant ID (Security concern)** to-do is a measure to prevent identity fraud. This to-do is generated when a claim is made with a security concern.

A notification is sent to claimants letting them know that we will ask for more information to verify their identity. This will be a more robust form of verification to protect identities from being used fraudulently.



If this to-do is triggered at a face-to-face appointment you will need to complete it whilst the claimant is with you.

If this to-do is triggered after the claimant verifies their identity online or over the phone, you must book a face-to-face appointment to complete this to-do.



Allow 5 minutes. Refer the learners to Universal Learning for more information:

[Identity or security concerns on previous claims](#)

### Recording the National Insurance number



Show slide 08 – Recording the National Insurance number

The **Record National Insurance number** to-do is generated when the claimant's details don't match CIS (Searchlight). This to-do is completed before the **Check CIS** to-do as it only requires the National Insurance number to be recorded. This then allows the **Check CIS** to-do to be accessed and completed.



Ask the learners to complete the outstanding **Record National Insurance number** to-do for Griselda, Algernon, William and Yingg.  
Allow 5 minutes for this activity.



It is important that the **Check CIS** to-do is completed as soon as possible.

## Check CIS to-do



Ask the learners to go to the Coronavirus page on Universal Learning.

### Coronavirus

Learners need to locate and spend a few minutes looking at the:

- Updating CIS and correct a data mismatch PowerPoint



This is a walkthrough to show how they will action the **Check CIS** to-do. Griselda has made a claim to Universal Credit, is unable to use online verification and CIS does not match. She has attended her face-to-face appointment.



Ask the learners to log onto their claim for Griselda and locate the **Check CIS** to-do.

They then need to select **Check CIS** to-do to reveal **Match claimant details to a record on CIS**.



In the live environment the learner will access CIS (Searchlight) and search for their claimant. They will use the information in CIS (Searchlight) to complete the **Check CIS** to do. As we are using the training service CIS (Searchlight) is not available so you will provide the learners with the information they would have if they could access CIS (Searchlight).



**Is there a record on CIS (Searchlight) for the claimant?**

Select **Yes**



**Is the NI number showing as verified in the Personal details section?**

Select **Yes**.

**Check the claimant's NI number is correct** and select **continue** to reveal the **Checking NI number** screen.

Select **continue** to reveal the **NI number matched on CIS** screen.

Select **continue** to reveal the **Check claimant details on CIS** screen.

**Gender** select **female**.

**Are control measures in place** select **No**.

Select **continue** to reveal the **Compare with CIS** screen.

This is where you compare the information held on Universal Credit against the information held on CIS (Searchlight).

Griselda's name and address match CIS (Searchlight) but her phone number does not.



What would you do?



Select **Yes** to the questions:

- **do the names match CIS exactly?**
- **does the address match CIS exactly?**

Select **No** to the question **does the phone number match CIS exactly.**

If you had selected **yes** to all 3 questions, then selected **done** the **Check CIS** to-do is cleared.

A CIS500 form will be created for Griselda because her phone number doesn't match. Most sections of the CIS500 will be completed by the service.



Show slide 09 – Completing the CIS500



Review the CIS500 form on the service and complete Griselda's phone number. Add details of your name, today's date and your telephone number at Part 14a only.

Save and upload the CIS500 to the service and select **Done**.



Ask the learners to complete the outstanding **Check CIS** to-do for Algernon, William and Yingg. They should assume that the National Insurance number is shown as verified on CIS and that all information held on the service matches what is on CIS.

Allow 5 minutes for this activity.

### Verify bank details



Show slide 10 – Verify bank details

On completion of either of the verify claimant identity to-dos an automatic verification process occurs to check the claimant is the owner of the bank account stated.

The **Verify bank details** to-do is generated based on the claimant's ability to get through bank wizard. It automatically runs when a claimant inputs their bank account and sort code into the online claim. If they are successful, then they won't need to prove their bank details.

If this automatic check is unable to verify, a **Verify bank details** to-do will be generated.

Before moving on to look at the **Verify bank details** to-do, it is important to understand that some claimants may not have a bank account or may be unwilling to open one.

You must explain the benefits of opening a bank account. You need to explore the reasons the claimant doesn't have a bank account they can use.

If claimants are struggling with getting or using their bank account, consider referring them to the Help to Claim service.



You will cover Help to Claim later in your learning journey.

Further information about methods of payment is in Universal Learning.

If you are an assisted service coaches, you will have covered this in your core learning.



You should tell the claimant the details held in the **Verify Bank details** to-do. Never ask the claimant for their bank details.

Claimants must take responsibility to ensure that any details they declare are correct as this may impact their Universal Credit payments.

If the claimant has an appointee, the appointee becomes the claimant, therefore the bank account can be in the appointee's name.

If you receive queries from appointees about the use of appointee bank accounts, speak to your service innovation lead (SIL).

## Payment methods by exception



Show slide 11 – Payment methods by exception

Some claimants may not be able to open or access traditional bank accounts or use standard banking products.

In this case a payment can be made using payment methods by exception.

Only consider this method when all other standard banking payments have been explored and options discounted.

Payment methods by exception include:

- Post Office card accounts (POCa) if the claimant is already being paid into one, for example legacy benefit transfers
- Payments into Third Party Accounts (TPP)
- Her Majesty's Government Payment Exception Service (HMG PES)
- Hospital accounts



Algernon, Griselda, William and Yingg's bank details were not automatically verified. Ask the learners to verify these by completing the to-do. Learners can decide what evidence the claimant has provided.

Allow 15 minutes for this activity.



### Personal Security Number (PSN)



Show slide 12 – Personal security number

This is a title slide to support virtual delivery only.



Ensure learners understand that whilst we no longer issue PSNs for new claimants, we do for claimants who have already had a PSN and may have lost it.

A PSN is a 16-digit number issued to claimants who claim by phone. It is an extra layer of security.

### Re-issuing PSN



Ask the learners to go to the Coronavirus page on Universal Learning.

[Coronavirus](#)

Under the Ongoing Management heading, learners need to locate the:

- Account recovery: face to face work coach  
PowerPoint
- Account recovery: telephony work coach  
PowerPoint

Talk the learners through this process.

### Concluding the IEI



Show slide 13 – Concluding the IEI

You may need to book the claimant additional appointments, for example, their commitment meeting, you will cover this later in your learning.

Claimants in the No Work Related requirement regime, for example claimants who are pregnant and expecting a child within 11 weeks will not have any subsequent interviews booked.

Make the claimant aware of the importance of accessing their online account and completing any to-dos or other items required.

### Module summary



Show Slide 14 – Module summary

Allow learners time to read the summary on the slide.