

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: FOI 5303

Date: 27 November 2013

Dear Mr Davis,

Thank you for your Freedom of Information request received on 8<sup>th</sup> November 2013 and your subsequent request received on 11<sup>th</sup> November 2013. You asked:

*To help understand I would like you to email me the ES40JP and JSA5 form.*

*Info on what a Work Coach, Work Services Coach, Periodicity & Payday Calculator and the ADAPT tool are?.*

*A copy of the Skills Guide, the My Work Plan booklet, the Backdated Claims guidance, Looking for Work questionnaire and a blank Claimant Commitment template.*

*What is meant by the Signature Capture Service and Types of Work?*

***And additionally***

*I would also like you to email me a blank 'My Jobseeker Profile' template.*

As per your request please find enclosed copies of the:

ES40JP

JSA5

Skills Guide

My Work Plan booklet (WS1)

Backdated Claims guidance

Looking for Work Questionnaire

Jobseeker's Allowance Claimant Commitment. This includes the My Jobseeker Profile.

You have also requested explanations on several subject matters. I have given an overview of each below.

**Work Coach / Work Services Coach**

These are the new job titles for Advisers in offices who are using the JSA Claimant Commitment. They both have the same meaning. However, the correct job title that should be used is Work Coach.

### **The Periodicity & Payday Calculator**

The Periodicity & Payday Calculator is used to determine a claimant's attendance arrangements at the Jobcentre based on their National Insurance Number.

### **The ADAPT Tool**

The Adviser Development, Achievement and Performance Tool or ADAPT is an internal management information tool for advisers and their managers. It is a discretionary tool and is utilised by individual advisers and their managers to monitor individual and team productivity and to identify areas for personal development and team improvement.

### **The Signature Capture Service**

Electronic Signing is currently deployed in two Jobcentres on a trial basis. Claimants sign their declaration of entitlement to Jobseeker's Allowance at their Jobsearch Review using a signature capture pad, in place of the current clerical signing form. The Signature Capture Service (SCS) automates the link between the signature and the input of evidence into the Jobseeker's Allowance Payment System (JSAPS). This releases the benefit payment to the claimant on time.

### **Types of Work**

This is the term used to describe the type of work that a claimant is looking for. For example, secretarial, nursing etc.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

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### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)