

# **On-line signing pilot – staff guidance**

## **Background**

1. This guidance is aimed specifically at staff in the Online Signing pilot, separate guidance is available for the Clerical and Digital Drop and Go pilots. The guidance states that duties are performed by ‘advisers’, however, all the activities should be undertaken by a member of staff deemed appropriate to perform that specific role.
2. Offices should ensure that customers in Wales receive communications in their preferred language and LMS should be checked to confirm language preference before any contact is made.
3. Instead of the current face-to-face Jobsearch Review, claimants within this pilot will sign online and notify the Jobcentre via Universal Jobmatch/e-mail of their jobsearch activity over their last signing period. This pilot will have 3 groups that claimants will be selected into via an ‘Online Signing Pilot - Random Assignment Tool’:
  - A control group (current JR process);
  - A ‘Random Based’ group – A ‘Face-to-Face Signing Random Selection Tool’ will be used to select claimants to attend face-to-face Jobsearch Reviews; and
  - A 'Trigger Based' group – Claimants will have a set of criteria based on their behaviour and evidence they provide during their claim. If the claimant fails to meet these criteria, they may be returned to the normal face-to-face JR process and may exit the pilot.
4. The aim of the Online Signing pilot is to test the effect of replacing face-to-face FJRs with online signing and digital data gather and reduced face-to-face intervention.
5. The sites taking part in this pilot are:
  - London West – Harlsden JC, Ealing JC, Kingston JC, Twickenham JC;
  - South East Wales – Newport JC; and
  - Essex – Harlow JC.

## **Claimant attends New Jobseeker Interview (NJI) NJI/Diagnostic Interview/Rapid Reclaim Interview**

6. When a jobseeker claiming JSA (IB)/JSA (C) in the Online Signing pilot location attends their New Jobseeker Interview (NJI)/Rapid Reclaim Interview or diagnostic interview (if this is separate to the NJI), in addition to the normal interview activity, the actions within this section need to be taken.
7. Up to 16 December 2013, claimants who are mandated to the Work Programme immediately on release from prison should be allocated to the Suspended Signing - Work Programme Trial via the Suspended Signing Random Allocation Tool. These

claimants should **not** be randomly allocated into the Online Signing pilot or control group and should not have their Online Signing Exempt markers set on LMS.

8. From 17 December 2013 any ex-offenders making a new claim and who are mandated to the Work Programme immediately on release from prison should be randomly allocated into the Online Signing pilot or control group and go through the pilot process as normal.

9. Any claimants who make a repeat JSA claim and who were in the Suspended Signing Trial prior to signing off should go back into the same 'Treatment or Control group' on the Suspended Signing Trial until this trial ends. This will ensure the claimant is tracked for the duration of the trial, as they already have that pilot marker recorded on LMS. These claimants should not be included in the Online Signing Pilot.

### **Online Signing Pilot Random Assignment Tool**

10. Advisers will use the Online Signing Pilot Random Assignment Tool to determine which of the 3 pilot groups the claimant will be assigned to. The adviser enters the claimant's NINO into the Online Signing Pilot Random Assignment Tool then clicks 'Assign'. The claimant is then allocated to, the 'Control Group', 'Random Based Group' or 'Trigger Based Group'.

11. To ensure the evaluation is robust, it is essential that claimants are only placed into the pilot group they have been allocated to by the Online Signing Pilot Random Assignment Tool.

### **Control Group Claimants**

12. Where a claimant is placed into the control group, set the LMS Pilot marker to 'Online Signing' and the pilot stage to 'Control'. The claimant will then continue their journey and undertake Jobsearch Reviews in the normal way.

### **Exemptions - 'Random Based' Online Signing**

13. Once the claimant has been placed into the 'Random Based' Online Signing group, consider whether they are exempt from the pilot. The claimant may be exempt for the following reasons:

- Vulnerable – claimant meets the criteria for being deemed vulnerable as listed on the DWP Vulnerable Group Hub and as a result would not be able to participate in the pilot  
[http://intranlink/1/jcp/directorates/cp/epsp/social\\_justice/vulnerable\\_customers/index.asp](http://intranlink/1/jcp/directorates/cp/epsp/social_justice/vulnerable_customers/index.asp);
- Disallowed ASE/AVAIL/RE (in the last 3 months);
- Out of work 6+ periods (in the last 12 months);
- Part time worker;
- Refusal to Participate in the pilot;
- Other reasons (e.g. MAPPA cases, IT illiterate, banned from attending the office/ unacceptable claimant behaviour, significant language barrier,

accessibility issues with using the Online Signing template, claimant has no NINO).

14. It is envisaged that advisers will use their discretion on the above when assessing whether the claimant should be exempt from the pilot. The nature of the exemption e.g. vulnerability, MAPPAs restrictions, IT literacy or language barrier should not be an automatic reason to exempt claimants as they may still be able/capable of being part of the pilot.

15. If the claimant is exempt:

- Set the LMS Pilot marker to 'Online Signing' and the pilot stage to 'Random Exempt: SBR/OOW/PTW/VUL/RTP/OTH';
- Record 'Random Based Online Signing – Exempt' and the reason for the exemption in LMS Conversations; and
- Annotate the LMU 'Random Based Online Signing – Exempt' and the reason for the exemption.

16. The claimant will then continue their journey and undertake Jobsearch Reviews in the normal way.

### **Exemptions - 'Trigger Based' Online Signing**

17. Once the claimant has been placed into the 'Trigger Based' Online Signing group, consider whether they are exempt from the pilot. The claimant may be exempt for the following reasons:

- Vulnerable – claimant meets the criteria for being deemed vulnerable as listed on the DWP Vulnerable Group Hub and as a result would not be able to participate in the pilot  
[http://intranet/1/jcp/directorates/cp/epsp/social\\_justice/vulnerable\\_customers/index.asp](http://intranet/1/jcp/directorates/cp/epsp/social_justice/vulnerable_customers/index.asp);
- Disallowed ASE/AVAIL/RE (in the last 3 months);
- Out of work 6+ periods (in the last 12 months);
- Part time worker;
- Refusal to Participate in the pilot;
- Other reasons (e.g. MAPPAs cases, IT illiterate, banned from attending the office/ unacceptable claimant behaviour, significant language barrier, accessibility issues with using the Online Signing template claimant has no NINO).

18. It is envisaged that advisers will use their discretion on all the above when assessing whether the claimant should be exempt from the pilot. The nature of the exemption e.g. vulnerability, MAPPAs restrictions, IT literacy or language barrier should not be an automatic reason to exempt claimants as they may still be able/capable of being part of the pilot.

19. If the claimant is exempt:

- Set the LMS Pilot marker to 'Online Signing' and the pilot stage to 'Trigger Exempt: SBR/OOW/PTW/VUL/RTP/OTH'; and
- Record 'Trigger Based Online Signing – Exempt' and the reason for the exemption in LMS Conversations.

20. The claimant will then continue their journey and undertake Jobsearch Reviews in the normal way.

## **Explain Pilot Requirements – Random and Trigger Group Claimants**

21. If the claimant is suitable for the pilot and has been selected into either the 'Random' or 'Trigger' based group, the adviser should fully explain the Online Signing process to the claimant, including that:

- They will be sent an Online Signing Template to their nominated e-mail address that will need to be saved and completed for each signing period. Advise the claimant that on the template, as well as a unique ID, they will need to include a contact telephone number in case we have a query;
- They will be provided with the unique identifier (ID) in a joining letter which they will use in the Online Signing Template and on the 'Subject' line of the e-mail when sending in their template. This can also be recorded on the claimant's ES 40;
- They will be provided with a DWP generic inbox e-mail address on the joining letter and informed that all templates/emails must be e-mailed to this address;
- The claimant has to be available for work and has to supply evidence of actively seeking employment activity for the last signing period, including implications in terms of DMA. Evidence can be provided either by allowing DWP access to their UJ account or including it on the Online Signing Template. If supplied on the template, they will need to include the jobsearch activity undertaken, the jobsearch activity start date (the first day of activity after the last signing day) and end date (the next signing day);
- They will need to provide a valid e-mail address and this will be tested before online signing can begin. This e-mail address **must** be used to submit the Online Signing Template and failure to do so may result in them leaving the pilot; and
- They will be issued a specific 'signing' day and all templates/e-mails and evidence must be returned between 08:00 – 11:00 on that day. This date and time slot **must** be adhered to and failure to do so may result in DMA action, a delay in payment and/or removal from the pilot.

22. Participation in the pilot is voluntary, however, advisers should sell the concepts and benefits of participating in the pilot.

23. If the claimant states they do not have the skills required to undertake any of the actions required to participate in the pilot, the adviser should use their discretion to determine whether, with additional support/training this may be possible or whether they should be exempt.

**Random Based group claimants** – Also explain that while participating in the pilot, they may be selected at random to attend a face-to-face Jobsearch Review and they will be notified, in advance of the date and time. See ‘Random Based Claimants – Face-to-face JR’ for details of the action to take.

24. It must also be explained to claimants in the Random Based Group that if any of the following circumstances occur, in addition to usual DMA procedures, they **may** be returned to the normal JR process and they **may** leave the pilot:

- If they are referred to a Decision maker for a sanction/disallowance due to their Availability/ASE/RE being in doubt;
- If they fail to submit their Online Signing Template to DWP within the time slot provided; or
- If they fail to submit their Online Signing Template from their nominated email address.

25. See ‘Random Based Group – Return to Face-to-face JR’ for action to take if any of the above circumstances occur.

**Trigger Based Group claimants** – It must also be explained to claimants in the Trigger Based Group that if any of the following circumstances occur, in addition to usual DMA procedures, they **will** be returned to the normal JR process and they **will** leave the pilot:

- If they are referred to a Decision maker for a sanction/disallowance due to their Availability/ASE/RE being in doubt;
- If they fail to submit their Online Signing Template to DWP within the time slot provided; or
- If they fail to submit their Online Signing Template from their nominated email address.

26. See ‘Trigger Based Group – Return to Face-to-face JR’ for action to take if any of the above circumstances occur.

## **Claimant Agrees to Participate in the Pilot**

27. If the claimant agrees to participate in the pilot, the adviser should:

- Issue the claimant 2 copies of the Online Signing Pilot Claimant Joining letter, this will include details of their first signing day, the DWP generic inbox e-mail address and the claimant’s unique ID code. The claimant should then be asked to sign the letter agreeing to the process and obligations. One copy should be retained by the claimant and the other copy retained in the LMU;
- Establish what the claimant’s unique identification (ID) code is, this is made up of the first three characters from their surname and the last three digits from their NINO, for example Dave Bennett, NINO AB124562C gives the ID code BEN62C. If the claimant has less than three characters in their surname, X’s should be used to replace the missing characters. This code should then be issued to the claimant on their joining letter;

- Issue the claimant with the DWP generic inbox e-mail address, on the joining letter, to be used to submit the Online Signing Template to DWP;
- Obtain the e-mail address from the claimant that will be used for online signing and record this on the LMS client record, on the LMU and in the claimant's Action Plan. The signing template will also be sent to the e-mail address obtained from the claimant, advise claimants that the template may be sent to their 'junk/spam' mail box or their 'in-box', therefore, they need to check in both;
- Send a claimant engagement e-mail from the DWP generic inbox e-mail address to the claimant's e-mail address, attaching the Online Signing Template, to verify the e-mail address and confirm that it is suitable. Claimants within the JSAg regime should be issued with the Online Signing (JSAg Regime) ASE Template and claimants within the Claimant Commitment regime should be issued with the Actively Seeking Employment Template (OS CC – MWP). If, for any reason the e-mail address proves to be unsuitable, contact the claimant and attempt to obtain a different address. If it is not possible to obtain a valid/suitable e-mail address, you will need to remove the claimant from the pilot see Removing Claimants from the Online Signing Pilot;
- Ask the claimant whether they have a UJ account. If they do and it is accessible, explain to the claimant that the adviser will obtain evidence of actively seeking employment from this and they will need to indicate this on the Online Signing Template;
- If the claimant does not have a UJ account, they should be directed to set one up in the normal way and advised to give Jobcentre staff access, though we cannot mandate this;
- Annotate the claimant's ES40 'Online Signing' and record the claimant's next three date & time slots for submitting the Online Signing Template and providing evidence;
- Annotate the LMU as follows, depending on the pilot group the claimant belongs to and whether their evidence is due to be obtained by UJ then file/store the LMU in the usual way:
  - 'ONLINE SIGNING – TRIGGER – NOT UJ';
  - 'ONLINE SIGNING – TRIGGER – UJ';
  - 'ONLINE SIGNING – RANDOM - NOT UJ'; or
  - 'ONLINE SIGNING – RANDOM – UJ'.

28. The claimant's unique ID code and e-mail address should also be recorded on the LMU.

## **LMS Action**

- Include the claimant's roles and responsibilities on their Jobseeker's Agreement (JSAg) or Claimant Commitment;
- Update the claimant's Action Plan with details of the claimant's involvement in the pilot and include the e-mail address the claimant has provided to submit their Online Signing Template and evidence to;
- Set the signing requirements on LMS via the 'Claim' Hotspot as follows:
  - Signing Time - This field should be left blank as signing times may vary; and

- Pattern - Defaults to 'Fortnightly' and this field should be set to reflect how frequently the claimant is required to sign – regardless of whether they are coming into the office to 'sign' or not.
- Set the LMS Pilot marker to 'Online Signing' and the pilot stage to:
  - 'Random' for claimants in the Random Based group; or
  - 'Trigger' for claimants in the Trigger Based group.

## **Claimant Refuses to Participate in the Online Signing Pilot**

29. Participation in the Online Signing Pilot is not mandatory. However, if after trying to encourage the claimant to take part they still refuse to participate the following action should be taken:

- Set the LMS Pilot marker to 'Online Signing' and the pilot stage to 'Trigger/Random Exempt: RTP';
- Record 'Trigger/Random Based Online Signing – Exempt Refusal To Participate' in LMS Conversations; and
- Annotate the LMU 'Trigger/Random Based Online Signing – Exempt Refusal To Participate'.

30. The claimant will then continue their journey and undertake Jobsearch Reviews in the normal way.

## **Signing Day Activity**

### **Claimant Actions**

31. The claimant completes the Online Signing Template for the current signing period and e-mails it into the DWP generic inbox e-mail address on the given date and within the allocated time slot. The claimant will attach the Online Signing Template to the e-mail. The claimant's unique ID should be quoted in the 'Subject' line so that they can be identified. The template will also provide evidence where the claimant does not allow Jobcentre staff to have access to their UJ accounts.

**Note: When Claimant Commitment is in place the claimant will still have to carry out all the requirements of their Claimant Commitment and completion of their My Work Plan in addition to their signing on activity.**

### **Jobcentre Actions**

32. Advisers will check the DWP generic inbox and retrieve the claimant's Online Signing template. The template may be sent to either the 'junk/spam' mail box or the DWP 'in-box', therefore, advisers need to check in both.

33. All templates/emails must be received on the claimant's 'signing' day. If not, '[Failed to provide a signed declaration](#)' action is to be taken. Locally, pilot offices will need to retain evidence, this should be stored in a restricted/secure shared folder on the local office server. This is due to the size/number of emails received and to

ensure it can be accessed for 14 months after claim closure, if stored in an Outlook folder within the generic inbox it will quickly become full.

34. Offices should monitor their data storage to mitigate any potential capacity issues. Templates/e-mails should be stored in accordance with the **Guiding Principles for Storing Electronic Information and Controlling Shared Folders**, <  
[http://intra.link2.gpn.gov.uk/working-in-dwp/security/operational-security/security-guidance/DWP\\_S236816.asp](http://intra.link2.gpn.gov.uk/working-in-dwp/security/operational-security/security-guidance/DWP_S236816.asp)

35. The 'Declaration' statements within the Online Signing template are not in a 'locked' format. As a result, though these should **not** be changed by the claimant, there is the potential for them to be amended. Advisers must therefore check that the wording has not been changed when it is received from the claimant. If the wording has been changed, the template should be rejected and returned to the claimant, explaining that these statements must not be changed. If this continues to happen, the adviser should consider removing the claimant from the pilot.

36. If the claimant has allowed access to their UJ account, once the Online Signing Template has been checked, access the claimant's UJ account and check the evidence. This is only where the claimant has indicated on the relevant box on the template to state that they will be providing evidence in this way.

37. If the claimant has not allowed access to their UJ account, the evidence must be included in the Online Signing Template and this should be checked.

38. If there are any issues with the Online Signing Template, the adviser will contact the claimant on the same day to enable the claimant to discuss the issues. This would be in the same way as if the claimant was being interviewed, for example, we would ask them for other information if seeing the claimant face-to-face.

39. If the adviser is satisfied with the Online Signing Template and evidence:

- Record the intervention on LMS in the normal way and include 'ASE Met, JSAG in order';
- Input evidence into JSAPS Dialogue 470 to prompt any payment / National Insurance credits due; and
- Store the Online Signing Template and evidence in a restricted/secure shared folder on the local office server for up to 14 months after the claim is closed.

40. The claimant will then remain in the Online Signing pilot until the end of the trial, unless they move out of the pilot area or their JSA claim ceases.

41. If a doubt is raised (Available and Actively Seeking Employment), contact the claimant to obtain any additional or all information about their jobsearch activity. If after contacting the claimant their actively seeking employment is still in doubt, refer actively seeking employment doubt to LMDM.

42. If no Online Signing Template is received, normal DMA 'Failing to Provide a Signed Declaration' action should be taken, if the claim is closed take action in 'JSA Claim Closed'.



## **Random Based Group Claimants – Random Selection for Face-to-face JR**

43. Claimants participating in the Random Based Online Signing pilot may be selected, at random, to attend a face-to-face Jobsearch Review where their evidence will be checked as normal and a signed declaration obtained.

44. To select the claimants that will be seen for face-to-face JR, each day, the LMU's for those claimants who are due to sign on that day are selected. The adviser will work through the tray of LMUs and complete the Random Assignment Tool for each claim to determine whether a claimant will be seen for a face-to-face interview. The adviser enters the claimant's NINO into the Face-to-face Signing Random Selection Tool then clicks 'Assign'. One of the following two statements will then be displayed:

- 'Required to attend IN PERSON' – these claimants must attend their next Jobsearch Review in Person; or
- 'The Claimant may continue to sign ONLINE as per the pilot processes – these claimants will continue to sign online and provide evidence.

45. Claimants selected by the Face-to-face Signing Random Selection Tool to attend their next JR in person must:

- Have a 'Flexible Intervention' or 'Ad Hoc Interview' appointment arranged on LMS within the diary that has been allocated to the Random face-to-face JRs;
- Be issued with an appointment letter to include the date and time (this will be on their 14 day cycle); and
- Have their LMU filed so that it is available for on-site attendance.

46. If the claimant attends this appointment, conduct a face JR in the normal way. Claimants will not be expected to attend two consecutive face-to-face JRs on-site. Action should therefore be taken to ensure they are excluded from the face-to-face random selection exercise for their next signing period.

47. If the claimant fails to attend this appointment conduct normal FTA procedures and the action in 'JSA Claim Closed'.

### **Contingency for Face-to-face Signing Random Selection Tool**

48. For selection of claimants to be seen for face-to-face JR each day if a contingency is required, the LMUs for those claimants who are due to sign on that day are selected. The adviser will then work through the tray of LMUs and select 10% of the claimants to be seen.

## **Random Based Claimants – Adviser Selection for Face-to-face JR**

49. While participating in the pilot, it may be identified one of the following circumstances occurs with a claimant in the Random Based Group:

- They are referred to a Decision maker for a sanction/disallowance due to their Availability/ASE/RE being in doubt;
- Failure to submit their Online Signing Template to DWP on the due date; and
- Failure to submit their Online Signing Template from their nominated email address.

50. If any of the above are identified, the following action should be taken:

- Referred for a sanction/disallowance due to their Availability/ASE/RE being in doubt – the claimant will remain in the pilot;
- Failure to submit Online Signing Template on the due date – the claimant will remain in the pilot and [Failed to provide a signed declaration](#) action; and
- Failure to submit Online Signing Template from the nominated e-mail address – the claimant will remain in the pilot and [Failed to provide a signed declaration](#) action.

51. In all the above cases, normal DMA action should be considered and advisers should use their discretion. In cases where these circumstances occur repeatedly, the adviser should remove the claimant from the pilot and take the following action:

- Set the LMS Pilot marker to ‘Online Signing’ and the pilot stage to ‘Random To F2F FJR’;
- Book an appointment with an adviser;
- Record the action in LMS Conversations; and
- Provide the claimant with a Claimant Pilot Exit Letter.

## **Trigger Based Claimants – Return to Face-to-face JR**

52. While participating in the pilot, it may be identified one of the following circumstances occurs with a claimant in the Trigger Based Group:

- They are referred to a Decision maker for a sanction/disallowance due to their Availability/ASE/RE being in doubt;
- Failure to submit their Online Signing Template to DWP within the time slot provided; and
- Failure to submit their Online Signing Template from their nominated email address.

53. If any of the above are identified, the claimant will exit the pilot and is returned to the normal JR process. In addition to normal DMA action, the following action will need to be taken:

- Set the LMS Pilot marker to ‘Online Signing’ and the pilot stage to ‘Trigger To F2F FJR’;
- Book an appointment with an adviser;
- Record the action in LMS Conversations; and
- Provide the claimant with a Claimant Pilot Exit Letter.

## **Joint Claims**

54. Joint Claims for JSA are included in the Digital Jobsearch Review pilot and the following action should be taken.

### **Allocating Joint Claims to a Pilot Group**

55. In a Joint Claim for JSA the benefit recipient should be put through the Pilot Random Allocation Tool to determine which of the 3 pilot groups the claimants are allocated to. It is essential that both claimants in the Joint Claim are placed in the same pilot group to ensure they both follow the same pilot journey and provide their declaration and evidence in the same way.

### **Control Group Joint Claims JR Procedures**

56. If the claimants are placed in the 'Control Group', the LMS Pilot Marker should be set on both LMS records and both claimants will continue their journey and undertake Jobsearch Reviews in the usual way.

### **Trigger Based and Random Based Group Joint Claims JR Procedures**

57. In addition to the procedures in this guidance, the following actions will need to be taken:

- The pilot requirements and Online Signing process should be explained to both claimants in a Joint Claim;
- If one claimant in the Joint Claim is exempt from the pilot, take action described in Exemptions – 'Random Based/Trigger Based' Online Signing for that claimant. The other member of the Joint Claim should be taken through the pilot process. Arrangements should be made, however, to ensure both claimants provide their declaration of entitlement at roughly the same time;
- If both claimants agree to participate in the pilot, follow the procedures in 'Claimant agrees to Participate in the Pilot', 'Pre-Signing Day Activity' and 'Signing Day Activity' for both claimants. It is essential that both claimants e-mail their Online Signing Template and provide their declaration and evidence of jobsearch activity individually via UJ or on the Online Signing Template;
- If the claimants are placed in the Random group, **only** the LMU of the benefit recipient should be used to select claimants to attend a random face-to-face JR, however, both claimants should be issued letters as both claimants will be required to attend on site;
- If both claimants refuse to participate in the pilot, take action described in 'Claimant Refuses to Participate in Online Signing Pilot' for both claimants;
- If one of the claimants refuses to participate in the pilot take action described in 'Claimant Refuses to Participate in Online Signing Pilot' for that claimant. The other member of the Joint Claim should be taken through the pilot process. Arrangements should be made, however, to ensure both claimants provide their declaration of entitlement at roughly the same time; and
- If a Joint Claim is identified as being built incorrectly on JSAPS, updating dialogue 470 on the benefit recipient's record will trigger a payment and the other claimants' 470 evidence will not be required by JSAPS to trigger payment. As a result, the other claimant could fail to provide adequate

evidence and both claimants will be paid. As both members of the Joint Claim are required to provide evidence, advisers should consider removing both members of the Joint Claim from the pilot.

## **Change of Circumstances**

58. In addition to the existing processes for actioning a claimant's change of circumstance, the following action should be taken:

### **JSA Claim Closed**

59. In addition to the usual claim termination procedures, set the LMS Pilot marker to 'Online Signing' and the pilot stage to 'Trigger Closed'.

### **Claimant Returns to JSA following Disallowance/Claim Termination**

60. If a claimant, participating in the pilot, is disallowed and subsequently returns to JSA, they should be re-allocated into one of the three pilot groups via the 'Online Signing Random Assignment Tool'. Once allocated to one of the groups, the procedures outlined in this guidance should be followed.

### **Claimant moves to another Online Signing Pilot office**

61. Claimants who move to another office that is participating in the Online Signing pilot should remain in the pilot.

### **Claimant moves to an office not in Online Signing Pilot**

62. Claimants who move to an office which is not participating in the Online Signing pilot will no longer be required to participate in the trial. In addition to the usual transfer of claim procedures, take the action detailed in 'Removing Claimant from the Online Signing Pilot' and set the LMS Pilot marker to 'Online Signing' and the pilot stage to either 'Trigger Moved' or 'Random Moved'.

## **Doubt is Raised on Claimant (Available and Actively Seeking Employment)**

63. A doubt may be raised (Available and Actively Seeking Employment) on a claimant participating in the pilot if:

- The Online Signing Template is consistently not received within the time slot;
- The Online Signing Template is not completed fully;
- No evidence is provided within the Online Signing Template or on UJ;
- Evidence is provided but is incomplete; or
- Where the Claimant Commitment is in place, they have not met it.

64. If a doubt is raised (Available and Actively Seeking Employment), contact the claimant to obtain any additional or all information about their jobsearch activity. If after contacting the claimant their actively seeking employment is still in doubt, refer actively seeking employment doubt to LMDM.

## **Failed to provide a signed declaration**

65. The usual [Failed to provide a signed declaration](#) action is to be undertaken if the claimant:

- fails to return their Online Signing template on the due date; and
- returns the template on the due date but has not signed the declaration.

## **JSA Repeat Claims**

66. If a claimant, participating in the pilot, breaks a claim then re-claims during the pilot period, they should re-allocated into one of the three pilot groups via the 'Online Signing Random Assignment Tool'. Once allocated to one of the groups, the procedures outlined in this guidance should be followed.

## **Removing Claimants from the Online Signing Pilot**

67. If a claimant leaves the Online Signing Pilot, or the pilot has ended, the following action will need to be taken:

- Issue the Online Signing Pilot Claimant Exit Letter to the claimant to inform them that participation in the trial has ended and what their new signing arrangements are;
- Set the LMS Pilot marker to 'Online Signing' and the pilot stage to 'Random Closed' or 'Trigger Closed' (unless they have moved out of the pilot area);
- Update the LMS signing requirements via the 'Claim' Hotspot;
- Update the LMU; and
- Update the claimant's JSAg/Claimant Commitment.