

Digital Drop and Go signing trial – staff guidance

Background

1. This guidance is aimed specifically at staff in the Digital Drop and Go pilot, separate guidance is available for the Clerical Drop and Go and Online Signing 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. Instead of the current face to face Jobsearch Review, claimants within this pilot will come into the office fortnightly and, with limited human intervention, and sign on clerically but provide actively seeking employment evidence digitally.
3. The aim of the Clerical/Digital Drop and Go pilot is to test the effect of asking the claimant to come into the office at a determined time and location in a digital and traditional setting.
4. The sites taking part in this pilot are all within Greater Wessex District as follows: Andover JC, Basingstoke JC, Fareham JC, Havant JC, and Southampton JC.

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

5. When a jobseeker claiming JSA (IB)/JSA (C) in the Drop and Go 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.

Random Assignment Tool

6. Complete the Drop and Go Pilots - 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 Drop and Go Pilots Random Assignment Tool then clicks ‘Assign’. The claimant is then allocated to either the ‘Control Group’, ‘Clerical Drop and Go pilot’ or ‘Digital Drop and Go pilot’.
7. 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 Drop and Go Pilots Random Assignment Tool.

Control Group Claimants

8. Where a claimant is placed into the control group, set the LMS Pilot Marker to ‘Drop & Go Signing’ and the pilot stage to ‘Control’. The claimant will then continue their journey and undertake Jobsearch Reviews in the normal way.

Exemptions

9. Once the claimant has been placed into the Digital Drop and Go group, the adviser must 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/eps/social_justice/vulnerable_customers/index.asp;
- Disallowed ASE/AVAIL/RE (in the last 3 months);
- In part time work which is irregular or the earnings cannot be averaged;
- Refusal to Participate in the pilot;
- Other reasons (e.g. MAPPA cases, IT illiterate, banned from attending the office/ unacceptable claimant behaviour, postal signers, significant language barrier, no basic skills, requires more support, accessibility issues with using the Digital Drop and Go Actively Seeking Employment template, claimant has no NINO).

10. 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, MAPPA 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.

11. If the claimant is exempt:

- Update the LMS Pilot marker to ‘Drop & Go Signing’ and the pilot stage to ‘Digital expt Vulnerable/LM doubt/PTW/RTP/Other; and
- Record ‘Digital Drop & Go signing – Exempt’ and the reason for the exemption in LMS Conversations.

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

Explain Pilot Requirements

13. If the claimant is suitable for the pilot, the adviser should fully explain the Digital Drop and Go process to them at the NJI/diagnostic/Rapid Reclaim interview. The adviser should explain the following:

Signing Requirements

- They will be provided with a clerical ES24 signing coupon (the claimant may be given enough coupons until their next appointment at the Jobcentre) which they will need to complete on their signing day;
- They will be issued a specific date and time slot to return the ES24 signing coupon. This date and time slot **must** be adhered to and failure to do so may result in DMA action and may affect their JSA payments;

- They will have to bring in their ES24 signing coupon and either hand it in to the Customer Service Manager (CSM) or post it in the box provided. If posting it in the office, the claimant will be given blank envelopes (not pre-paid); and
- They must attend the office in person to return the ES24 signing coupon and the Jobcentre will carry out random checks to verify their identity.

Evidence Requirements

- The claimant has to be available for work and has to supply evidence of actively seeking employment activity for the last signing period, include implications in terms of DMA. Evidence can be provided either by allowing DWP access to their UJ account or including it on the Digital Drop and Go Actively Seeking Employment 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);
- Claimants should be encouraged to submit the Digital Drop and Go Actively Seeking Employment template to the Jobcentre by e-mail via the Jobcentre's IAD, however we cannot mandate them to do so. The claimant should be advised they have a choice to e-mail the template to the Jobcentre from home **only** if they object to e-mailing it via the IAD;
- They will be sent a Digital Drop and Go Actively Seeking Employment template to their nominated e-mail address. The claimant will need to save the template and complete one for each signing period. Advise the claimant that they can complete the template prior to attending the Jobcentre and save it in a 'Draft' folder to save time when they come into the Jobcentre to submit it via the IAD;
- They will be provided with a unique identifier (ID) in a joining letter which they will use in the Digital Drop and Go Actively Seeking Employment template and on the 'Subject' line of the e-mail when sending in their template. This should also be recorded on the claimant's ES 40;
- Advise the claimant that on the Digital Drop and Go Actively Seeking Employment template, as well as their unique ID, they must provide a contact telephone number in case we have a query;
- They will be provided with a DWP generic inbox e-mail address on a joining letter and informed that the Digital Drop and Go Actively Seeking Employment template must be returned to this address;
- They will need to provide a valid e-mail address and this will be tested before Digital Drop and Go signing can begin. This e-mail address **must** be used to submit the Digital Drop and Go Actively Seeking Employment template and failure to do so may result in them leaving the pilot; and
- They will be issued a specific signing date to submit the Digital Drop and Go Actively Seeking Employment template and the template must be received within an hour of the signing time (unless the claimant has good reason, in which case alternative arrangements should be made with the adviser). It has to be made clear, however, that the claimant **must** adhere to their allocated time slots and failure to do so may result in DMA action and may affect their JSA payments.

14. Participation in the pilot is voluntary, however, advisers should sell the concepts and benefits of participating in the pilot, see 'Lines to Take' desk aide.

15. 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.

Claimant agrees to Participate in the Pilot

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

- Issue the claimant 2 copies of the Digital Drop and Go Pilot Claimant Joining letter, this will include the date and time slot 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 Digital Drop and Go Actively Seeking Employment template to DWP;
- Obtain the e-mail address from the claimant that will be used to submit the Digital Drop and Go Actively Seeking Employment template from and record this on the LMS client record, on the LMU and in the claimant's Action Plan. The 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;
- Advise the claimant that if there is any doubt about the evidence they provide, or it is not seen to be sufficient to meet the entitlement condition, that the jobcentre will telephone them on the date of receipt, in order to resolve those doubts or to gather more information;
- Send a claimant engagement e-mail from the DWP generic inbox e-mail address to the claimant's e-mail address, attaching the Digital Drop and Go Actively Seeking Employment template, to verify the e-mail address and confirm that it is suitable. Claimants within the JSAg regime should be issued with the Digital DG (JSAg) ASE Template and claimants within the Claimant Commitment regime should be issued with the Actively Seeking Employment Template (digital) (DG 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 Pilot;
- Ask the claimant whether they have a UJ account. If they do and it is accessible, explain to the claimant that the adviser may obtain evidence of

ASE from this and they will need to indicate this on the Digital Drop and Go Actively Seeking Employment 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 'Digital drop and Go';
- Annotate the LMU 'Digital Drop and Go' and file/store the LMU in the usual way;
- The claimant's unique ID code and e-mail address should also be recorded on the LMU;
- Provide the claimant with ES24 signing coupons (ensure the claimant has enough coupons to sign on until their next interview at the Jobcentre). If posting them in the drop and go box, the claimant should be given blank envelopes (not pre-paid);
- Issue the claimant with a date and time slot for dropping off the ES24 signing coupon (this should vary throughout the life of the claim). This should be recorded on claimant's ES40 and on their joining letter. It is important that times are spread out to avoid queues at the 'post box' and to hand them into the Customer Service Manager; and
- Arrange a time slot at the Jobcentre's IAD for the claimant to submit their Digital Drop and Go Actively Seeking Employment template. Depending on office processes, either arrange enough time slots until the claimant's next appointment in the Jobcentre or advise the claimant what they must do to book their next IAD appointment. This should be recorded on claimant's ES40 and on their joining letter.

Note: When Claimant Commitment is in place, the claimant will still have to carry out all the requirements of their Claimant Commitment in addition to their signing on activity.

LMS Action

17. Include the claimant's roles and responsibilities on their Claimant Commitment or Jobseeker's Agreement (JSAg);

18. Update the claimant's Action Plan with details of their involvement in the pilot and that they personally have to bring in their ES24 signing coupon and e-mail their evidence of actively seeking employment every fortnight. Include the e-mail address the claimant has provided to submit their Digital Drop and Go Actively Seeking Employment template to;

19. 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;
- Pattern - Defaults to 'Fortnightly' and this field should be set to reflect how frequently the claimant is required to sign; and
- Set the Pilot Marker on LMS to 'Drop & Go Signing' and the pilot stage to 'Digital'.

Claimant Refuses to Participate in the Drop & Go Pilot

20. Participation in the Digital Drop and Go 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:

- Update the LMS Pilot marker to 'Digital Expt: RTP';
- Record 'Digital Drop and Go – Exempt Refusal To Participate' in LMS Conversations; and
- Annotate the LMU 'Digital Drop and Go – Exempt Refusal To Participate'.

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

Pre- Signing Day Activity

22. In addition to the usual pre-Jobsearch Review activity, the following actions should be taken:

- Prepare signing schedules for the return of ES24 signing coupons. Ensure times link in with IAD appointment times and are allocated evenly to avoid congestion and excessive footfall at specific times e.g. lunch and break times;
- Prepare ES24 signing coupon for claimants to collect on their signing day or give a batch at the NJI/diagnostic/Rapid Reclaim interview or subsequent interviews;
- Give ES24 signing coupon to CSM, for the next signing period, to issue to the claimant on signing day (or local arrangements may apply);
- Build in random checks to ensure the claimant is the person bringing in the ES24 signing coupon on signing day. This is to verify the claimant's identity and to check the time the coupon is being handed in.

Signing Day Activity

Claimant Actions

23. The claimant attends the Jobcentre and either hands in their completed ES24 signing coupon to the CSM or posts it in the dedicated 'drop and go box' within their allocated time slot.

24. A new coupon is then collected from the CSM for the next signing period (or local arrangements may apply).

25. The claimant also completes the Digital Drop and Go Actively Seeking Employment template for the current signing period and e-mails it into the DWP generic inbox on the given date and within the allocated time slot. The claimant will attach the Digital Drop and Go Actively Seeking Employment template to the e-mail. The unique identification number should be quoted in the 'Subject' line so that they can be identified, the template will provide evidence where the claimant does not allow Jobcentre staff to have access to their UJ account.

Jobcentre Actions

26. Although claimants may leave the template at any time of the due date, it is advisable to check the 'drop & go box' at regular stages throughout the day. The LMU trays should have the LMUs filed in alphabetical order. If, they do not post it on that day, [Failed to provide a signed declaration](#) action is to be taken.

27. Advisers will check the DWP generic inbox e-mail address on an hourly basis and retrieve the claimant's Digital Drop and Go Actively Seeking Employment 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.

28. All Digital Drop and Go Actively Seeking Employment templates/emails must be received within an hour of the claimant's allocated signing on time (unless alternative arrangements have been agreed with the claimant).

29. 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.

30. 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://intranet.link2.gpn.gov.uk/working-in-dwp/security/operational-security/security-guidance/DWP_S236816.asp

31. If the claimant has allowed access to their UJ account, once the ES24 signing coupon has been checked, access the claimant's UJ account and check the evidence. This is only where the claimant has indicated on the Digital Drop and Go Actively Seeking Employment template to state that they will be providing evidence in this way.

32. If the claimant has not allowed access to their UJ account, the evidence must be included in the Digital Drop and Go Actively Seeking Employment template and this should be checked.

33. The 'Declaration' statements within the Digital Drop and Go Actively Seeking Employment 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.

34. If there are any issues with the ES24 signing coupon or evidence on the Digital Drop and Go Actively Seeking Employment template, for example, any omissions or it appears that some evidence is not included that the claimant has stated, the adviser will contact the claimant on the same day to enable them to rectify any problems. 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.

35. If the adviser is satisfied with the coupon 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;
- Store the ES24 signing coupon in the LMU for the next signing day;
- Print the Digital Drop and Go Actively Seeking Employment Template e-mail and file in the LMU; and
- Annotate appropriate line of ES24 'Digital Drop and Go satisfactory'.

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

37. If availability is in doubt or there is no evidence of actively seeking employment, normal DMA action should be taken, this may include notifying the claimant of the doubt or suspension.

38. If no ES24 signing coupon is received, normal DMA 'Failed to Attend' action should be taken (giving the normal 5 working days for the claimant to make contact). If ES24 received but no Digital Drop and Go Actively Seeking Employment template is received, 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.

Random Checks

39. Random checks will need to be built in to ensure the claimant is the person bringing in the ES24 signing coupon on signing day and e-mailing the Digital Drop and Go Actively Seeking Employment template via the IAD. Offices will also need to check that the time the coupon is being handed in and template/e-mail is submitted corresponds with the allocated time slot.

40. For the first few weeks checks will be made throughout the week at different hours of the day to capture all claimants. This can reduce if evidence suggests claimants are coming into the office themselves to post their coupons/e-mail template. For example, day 1 a check may be made between 9:00- 10:00 and 13:00 - 14:00 then day 2 checks may be 10:00-11:00 and 15:00-16:00 or even once a day. Looking at evidence from these initial checks will determine how to proceed, i.e. reduce checks or increase them if necessary.

41. The Clerical/Digital Drop and Go Random Checks Log should be used to capture the random checks information. If fraud is suspected, normal fraud referral procedures should be followed. Normal DMA action should be taken if the claimant fails to submit their ES24 signing coupon/e-mail the Digital Drop and Go Actively Seeking Employment template at their allocated day.

Joint Claims

42. Joint Claims for JSA are included in the Digital Drop and Go pilot and the following action should be taken.

Allocating Joint Claims to a Pilot Group

43. In a Joint Claim for JSA the benefit recipient should be put through the Drop and Go Random Assignment 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

44. 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.

Digital Drop and Go Group Joint Claims JR Procedures

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

- The pilot requirements and Digital Drop and Go 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' 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 drop in their ES24 signing coupon, provide their declaration and evidence of jobsearch activity individually via UJ or on the claimant's Digital Drop and Go Actively Seeking Employment template;
- If both claimants refuse to participate in the pilot, take action described in 'Claimant Refuses to Participate in Drop and Go Pilot' for both claimants;
- If one of the claimants refuses to participate in the pilot, take action described in 'Claimant Refuses to Participate in Drop and Go 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 claimant's 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

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

JSA Claim Closed

47. In addition to the usual claim termination procedures, the LMS Pilot Marker should be updated to 'Digital JSA Closed'.

Claimant Returns to JSA following Disallowance/Claim Termination

48. 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 'Drop and Go Random Assignment Tool'. Once allocated to one of the groups, the procedures outlined in this guidance should be followed.

Claimant moves to another Digital Drop and Go Pilot office

49. Claimants who move to another office that is participating in the Digital Drop and Go pilot should remain in the pilot.

Claimant moves to an office not in Digital Drop and Go Pilot

50. Claimants who move to an office that is not participating in the Digital Drop and Go pilot will no longer be required to participate in the trial. In addition to the normal transfer of claim procedures, take the action detailed in 'Removing Claimant from the Digital Drop and Go Pilot' and set the Pilot Marker on LMS to 'Drop & Go Signing' and the pilot stage to 'Digital out of area'.

51. If a claimant moves back to the original office participating in the Digital Drop and Go pilot, the claimant will be eligible to continue in the trial.

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

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

- The ES24 signing coupon is consistently not received within the time slot;
- The ES24 signing coupon is not completed fully;
- No evidence is provided either via the Digital Drop and Go Actively Seeking Employment template or on UJ;
- Evidence is provided but is incomplete; or

- Where the Claimant Commitment is in place, they have not met it.

53. 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.

Claimant FTA Drop and Go ‘signing’

54. If the claimant fails to return their ES24 signing coupon, the usual [Failed to Attend](#) is to be taken.

Claimant fails to provide a signed declaration

55. If the claimant returns their Clerical Drop and Go Actively Seeking Employment template but does not sign the declaration, or does not return it on the due date, the usual [Failed to provide a signed declaration](#) action is to be undertaken.

JSA Repeat Claims

56. 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 ‘Drop and Go Random Assignment Tool’. Once allocated to one of the groups, the procedure Removing Claimants from the Pilot

Removing Claimants from the Pilot

57. If a claimant leaves the Digital Drop and Go pilot, or the pilot has ended, the following action will need to be taken:

- Issue the Digital Drop and Go 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 Drop & Go Signing’ and the pilot stage to ‘Digital JSA 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.