



**Department
for Work &
Pensions**

Office Name:

Office Address:

Telephone: 0845 xxx

www.gov.uk

Unique ID:	
Your ref:	Digital Drop and Go
Our ref:	<i>[Insert claimant NINO]</i>
Date:	<i>[Insert date]</i>
Cycle:	<i>[insert cycle]</i>
Signing day and time:	<i>[insert first signing day and time]</i>

Jobseeker's Allowance (JSA)

Changes to your attendance arrangements

Dear [insert claimant name]

You have been randomly selected to take part in a trial, which will change how we need you to declare that you have been available for work and supply evidence of what you have done to look for work. The aim of the trial is to see where improvements to our services can be made and how we can take advantage of digital communication channels.

The trial could last until spring 2015 but stopped earlier than that. If you are still claiming Jobseeker's Allowance when the trial has ended, we will write to ask you to start regularly attending the jobcentre again.

If you change your address, you may no longer live in an area which is running this trial. If this is the case, you will have to attend the appropriate jobcentre, to see a member of staff to make this declaration and provide evidence of the actions you have taken to find work. You will be told if this applies to you.

Being part of this trial means:

- instead of seeing a member of staff every fortnight, to declare your availability for work and to show what you have done to find work, you will be given a declaration of availability coupon (ES24) to sign and an electronic actively seeking employment template to complete
- you will be e-mailed an electronic actively seeking employment template – you will need to save this
- you need to complete one coupon and one actively seeking employment template each fortnight attending the jobcentre to do this on your normal attendance day
- you will use the jobcentre's computers to e-mail your actively seeking employment template – you should have been given appointment times for using the jobcentre computer
- you will be given enough coupons to last until your next appointment at the jobcentre. It is important you attend this next meeting in order to get help and advice and to collect your next set of coupons.

What you need to do:

- provide a contact telephone number on the actively seeking employment template – so that we can contact you immediately if you have missed any questions or forgotten to sign your coupon (this may prevent delays to your Jobseeker’s Allowance payment)
- you need to tell us your e-mail address
- keep a record of what you have been doing to look for work on the actively seeking employment template every fortnight
- attend on time to use the jobcentre’s computer to avoid any delays either at the Jobcentre or with your Jobseeker’s Allowance payment
- do not include your National Insurance Number or date of birth on your e-mail or actively seeking employment template. You do need to quote the unique identification number given to you at your new claims appointment (you can also find this at the top of this letter) in the subject line of the e-mail and on the actively seeking employment template
- to help save you time you can complete your actively seeking employment template before attending the office. We would suggest you save it as a draft e-mail so that when you come in to the Jobcentre you can go into your e-mail account and send it to this address **[insert e-mail address]** or if you have a memory stick you could save it on that and attach it to your e-mail when you come in to use the jobcentre computer on your normal attendance day
- when you have e-mailed your actively seeking employment template to us you will receive an auto-response, if you do not receive this e-mail you need to inform a member of staff
- once you have completed and sent your actively seeking employment template to us you need to clear the information so that it is ready for you to use again
- attend the jobcentre in person – please ensure you bring some form of identification with you as you may be asked to verify who you are. You may be asked for a signature which we will check against your records
- notify the Jobcentre immediately if any of your circumstances change. You are liable for any overpayments that occur if you do not notify us of such changes
- it is your responsibility to remember your appointment times and dates. You must keep the coupons you have been issued with and any appointment details. Failure to attend on time may affect your Jobseeker’s Allowance payment
- you must continue to meet your responsibilities as set out in your Jobseeker’s Agreement or Claimant Commitment (whichever is applicable to you)
- if you have a ‘My Work Plan’ continue to complete this each week – if this applies to you a member of staff will tell you what you have to do to supply evidence of what you have been doing to look for work.

If you have any questions, lose your ES24 coupons or have problems with your actively seeking employment template, please call us on the number at the top of this letter and tell the adviser that you are part of the Digital Drop and Go trial.

Yours sincerely

On behalf of Manager

Claimants Signature

Date