Awarding new style JSA & ESA in Universal Credit Full Service Areas.

Background

1. Having paid National Insurance contributions, claimants can apply for new style JSA/ESA. This consists of a contribution-based/contributory element only and can be paid on its own or alongside Universal Credit as a dual claim.
2. New style JSA and ESA are not components of Universal Credit. The regulations and conditions of entitlement are completely separate from both Universal Credit and 'old style' or 'legacy' JSA/ESA although there are some similarities.
3. Claimants can choose to claim new style JSA or ESA, whether or not they satisfy the conditions of entitlement for Universal Credit. A claimant is not, however, required to claim or pursue a claim to new style JSA or ESA, even if they are entitled to it.

New style JSA

4. There are some important similarities and differences to remember between new style JSA and legacy JSA Contributory these are:
   - A person on new style JSA **cannot also get** JSA IB nor **automatically** get passported benefits such as Housing Benefit.
   - They are subject to JSA benefit rules, similar to legacy JSA, such as part time earnings and hours, occupational pension, domestic violence, periods of sickness, leaving voluntarily, misconduct etc.
   - For dual JSA and UC awards, they are subject to the UC Labour Market conditionality which means they will attend the office as instructed under their UC claimant commitment, which is usually monthly, but **must be paid JSA fortnightly** via legacy systems by inputting dialogue 470 on their payday.

New style ESA

5. There are some important similarities and differences to remember between new style ESA and legacy ESA Contributory these are:
   - A person on new style ESA **cannot also get** ESA IB nor **automatically** get passported benefits such as Housing Benefit
   - They are subject to legacy ESA benefit rules such as part time earnings and hours, occupational pension, permitted work etc.
   - They are subject to the UC Labour Market conditionality which means they will be required to attend interventions as agreed with the Work Coach
   - They will still be required to send in SOFFW to support their claim and undertake the Work Capability Assessment.

At the service centre

6. Claimant telephones the service centre to claim new style JSA or ESA.

7. The agent must follow the latest new style JSA or ESA agent led process (ALP) to:-
   - issue the relevant application form (UCJSA1 or UCESA1)
   - arrange an initial appointment

At the Jobcentre

8. Claimant attends the initial appointment and the claim is identified as new style JSA or ESA.
9. Work coaches must follow the latest new style JSA/ ESA agent led process (ALP) to:-
   - gather any supporting evidence
   - Set up a claimant record on LMS
   - Arrange attendance for JSA claimants, noting systems that JSAPS D470 action **must be input**, each fortnight, to release payments via JSAPS.

At the benefit centre

10. Claims to new style JSA/ESA are saved, by the Jobcentre, into the shared folder relating to the linked Benefit Centre (BC) in the following format
    - Date of claim
    - Last 3 characters of the National Insurance number
    - Date of birth
    For example: 05.08.16. 23B. 01.04.1979
11. If a previous JSAPS record exists the Work Coach will have noted dialogue 110 that the claim has been sent to the BC.
12. The nominated person at the BC must regularly check the shared folder for any new claims and allocate them to be processed.

Step	actions
1	Record the claim on the new claims tracker – making sure that either JSA NSC or ESA NSC is selected from the **Jobcentre** drop down field
2	Register the claim in JSAPs dialogue 60 using: • Code 01/01 for new style JSA only claims or code 01/19 for dual claims. • Code 01/07 for new style ESA only claims or code 01/20 for dual claims. Note: do not set the online claim marker (JSA only)
3	Process and adjudicate the claim in JSAPs using business as usual rules
4	Put a note in notepad dialogue 110 so that the claim can be easily identified as a New Style JSA or ESA case as follows:-

	*****DO NOT DELETE – new style (JSA or ESA) cont claim – when conts exhaust claim must be closed *****
5	Set a user case control in dialogue 530 for the exhaustion of JSA/ESA to make sure appropriate closure action is taken