

## **Legacy Benefits instructions**

### **A to C**

Access to Work  
Action Plans  
Adviser Development Forums  
Allowance Payments Guide  
Appointment Booking System  
Armed Forces Champion (AFC)  
Benefit Cap Guidance  
Business Information Service (BIS)  
Business Information Service (BIS) Labour Market Data Warehouse  
Carers Marker Guidance  
Child Benefit On Line (CBOL) - user Guidance Procedures  
Childcare Barriers to Work dependent children  
Code of Appeals procedures

### **Contracting and Funding System (CFS) user guide**

CFS Changes Proforma  
PLPtW Contracts Guidance

Core Visit Referral Guide  
Customer Services Leaders Handbook

### **D to F**

Digital Claimant Activity Messaging Service (DCAMS)  
Disability Employment Adviser (DEA)- Jobcentre Operating Model (JOM)  
Disability Employment Adviser Leader (DEAL) - Jobcentre Operating Model (JOM)  
Discrimination - Employer Complaint Guidance  
Discrimination – Universal Jobmatch Telephony Channel  
Dispute Resolution Team - Labour Market Mandatory Reconsiderations  
DMA Strategy  
Drug and Alcohol Dependency Guide  
Employer Engagement Staff  
Employer Service Line

### **Employment and Support Allowance**

01 ESA instructions for service centre processing  
02 ESA instructions for service centre telephony (new claims)  
03 ESA instructions for Jobcentres  
04 ESA Incapacity Reference Guide  
05 ESA SRG CAM  
06 ESA SRG JSAPS  
Coronavirus (COVID-19) ESA instructions

Equality Act 2010 - Access to Services  
ESF 2014 - 2020  
ESF Support for Families  
Financial Assessment Guidance

### **Flexible Support Fund**

Dynamic Purchasing System  
Dynamic Purchasing System Buyer Auto Create Purchase Order  
Employment Programme Model

Flexible Support Fund guide  
Flexible Support Fund toolkit  
Low Value Provision  
Service Leader guide

Foodbank Signposting Service

## **G to I**

Gender Recognition Guidance

## **Get Britain Working**

Coronavirus (COVID-19) Get Britain Working instructions  
ESA and IB Customers  
Get Britain Working Measures  
Get Britain Working Overview  
Help to Work (for JSA claimants whose WPCI is on or after 01 April 2016)  
Jobseekers Allowance Claimants  
Work Preparation Support for Lone Parents and Carers (Non IS,JSA,ESA)  
Work Programme

Greater Manchester Work Programme Leavers  
Greater Manchester Working Well Personalised Support Service  
Group Session Guidance  
Handover process and HOTT  
Head Office Switchboard Desk Aides  
Health Costs and Additional Assistance  
Health Related Support  
Healthy Start Scheme  
Homelessness instructions  
In Work Advisory Support for Lone Parents

## **Incapacity Benefit**

IB MA Line Manager Assurance Process  
IB MA SRG PSCS  
IB(IS) Reassessment CAM SRG  
IB(IS) Reassessment for Benefit Centres  
IB(IS) Reassessment for Contact Centres  
IB(IS) Reassessment for Jobcentres  
Incapacity Benefit for Benefit Centres  
Incapacity Benefit for Contact Centres  
Incapacity Benefit for Jobcentres

## **Income Support**

01 Initial Action  
02 Assessing and Processing  
03 Dialogues  
04 Housing  
05 Other Benefits  
06 Special Circumstances  
07 Payments  
08 Work Available Report Messages  
09 ISCS Notifications  
10 Alternative Formats  
Coronavirus (COVID-19) IS instructions

Draft Letters  
Forms table  
Income Support Supplementary Guidance

Intensive Personalised Employment Support  
Interpreter and Translation Services

## **J to L**

Job Centre Enquiry Line (JEL)  
Jobcentre Operating Model Job Roles  
Jobcentre Plus Support for Schools  
Jobcentre Plus Travel Discount Card Guidance

## **Jobseekers Allowance**

Backdating JSA  
CIS Amendment to Benefit Details  
Claim Termination action  
Coronavirus (COVID-19) Jobseekers Allowance instructions  
DMA Referrals Instructions  
Forms and Letters  
Import and Export of Benefit  
Jobseekers Allowance Draft Letters  
Jobseekers Allowance Factsheet  
Jobseekers Allowance Forms  
Jobseekers Allowance Forms Welsh Forms  
Jobseekers Allowance Forms Welsh Version  
Jobseekers Allowance Procedural Instructions  
Jobseekers Allowance Supplementary Guide  
Jobseekers Allowance System Guide  
Jobseekers Allowance Upating Handbook  
Joint Claims Exemption Guide  
JSA Circulars  
JSA for 16 and 17 Year Olds instructions  
JSA Payment Advance Guide  
JSA Top Questions  
JSAPS Contingency Guide  
Personal Independence Payment  
Taxation  
Temporary Stopped Claims

## **Labour Market**

Labour Market DMA Procedural Guide  
Labour Market Instructions  
LMS Administration Guide  
LMS Data Protection Compliance Guide  
LMS Data Standards Directory  
LMS Known Problems Guide  
LMS Markers and Hotspot Guide  
LMS Practice Mode Guide  
LMS Process Report Guidance  
LMS Static Data Change Guide  
LMS User Guide

Living Together as a Married Couple

## **M To O**

Managing Benefit and Jobcentre Enquiries across the Department for Work and Pensions  
Managing in Jobcentres Handbook  
MAPPA (Multi Agency Public Protection Arrangements)  
Maternity Allowance Guidance  
Mental Health and Employment  
Multiple Access Identifiers (MAIs) 2014  
New Style ESA  
New Style JSA  
New Style JSA Coronavirus (COVID-19) instructions  
New Style JSA online test  
Offender Guidance  
OHA Guidance for DEAs  
OpCalc User Guide  
Outline Local Six Point Plan for Handling Customers Declarations of Intention to Attempt Suicide or Self Harm  
Outline local Six Point Plan template  
Outreach and Co-Location

## **P to R**

Personal Details  
Post Office card account opening process  
PRaP Referrals Guidance  
Princes Trust  
Prison Work Coach Instructions  
Protecting Customer Information over the Phone 2014

## **Quality Assurance Framework**

Quality assurance framework - Counter Fraud, Compliance and Debt (CFCD)  
Quality Assurance Framework - ESA\_IBR Decision Making & Mandatory Reconsideration  
Quality Assurance Framework - For Financial Assessment  
Quality Assurance Framework - Group Sessions  
Quality Assurance Framework - Labour Market Decision Making  
Quality Assurance Framework - Work Coaches

Rapid Response Service instructions  
Refugee Guidance  
Reimbursement of Customers' Travelling Expenses  
Reporting Change of Circumstances to Providers  
Review of Incident

## **S to U**

Scottish Devolution Employability  
Secure Print Operator and Print Operators Guide  
Self-employment

## **Service Centre Telephony**

Service Centre Telephony - BB  
Service Centre Telephony - ESA  
Service Centre Telephony - IIDB  
Service Centre Telephony - IS  
Service Centre Telephony - JSA  
Service Centre Telephony – MA

Share Value Finder  
Short Term Benefit Advances  
Signature Capture Service  
Skills Guide  
SL2 Guidance  
Specialist Employability Support Process  
Suicide or Self Harm  
Tax Credit Guidance  
Tell Us Once - Reporting a birth  
Third party deductions instructions  
Third Party Provision Manager Guide  
Troubled Families instructions  
Under 18 non JSA guidance for Jobcentres

## **Universal Credit Live Service Instructions**

Launchpad

Universal Credit Natural Migration  
Universal Jobmatch Job Posting Guide  
University term end dates

## **V to Z**

Verification of Life Events Guide instructions  
Weekly Payment Approach instructions  
Work and Health Programme instructions

## **Work Focused Interviews (WFI)**

Partners - Work Focused Interviews and Voluntary Work Preparation Support  
WFI process and supporting tools for work coaches and work service managers instructions  
Work Focused Interviews for Lone Parents and Other IS Claimants instructions  
Work focused interviews postcode mapping tables instructions

Work Trials instructions