Part 4 ECO-PCP Action

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General

4000 The role of the ECO/PCP/LA Contact is crucial in facilitating and controlling the PM visit. The ECO/PCP/LA Contact is the nominated management contact and is accountable for ensuring that the LA/BDC/Pension Centre’s responsibilities are met.

4001 The ECO/PCP/LA Contact is responsible for handling the arrangements for PM checks.

4002 Failure by the ECO/PCP to control the gathering of the appropriate evidence may result in deemed errors being recorded and result in the failure to meet the National tolerance levels set by FEM for reporting of DSO results.

4003 JCP have produced additional guidance for ECOs, GELs and DELs.

Preparation for the PM visit – Generic

4004 The required cases for each benefit will be specified and listed numerically on a Primary Sampling Unit (PSU) table issued by PM Business Support Team, or on FRED.A. The ECO/PCP/LA contact is required to make available to PM the specified number of cases relevant to their BDC/Pension Centre.

4005 In preparation for the PM visit, it is important that the ECO/PCP/LA Contact examines the list of cases on the sample. Where a problem arises with the sample on FRED.A, the ECO/PCP/LA Contact should immediately notify the CIT team. The ECO/PCP/LA Contact is responsible for notifying all interested parties of the PM visit.

4006 Once the sample schedules are available on FRED.A, the office must not perform any kind of preview action which involves any unsolicited contact with the claimant or a third party which could alert the claimant to the fact that their case is to be checked (e.g. by requesting the claimant’s copy of the JSAg; by sending form A2/JSA2/ESA2 by contacting the mortgage lender or employer). Contact with Jobcentre Plus, Pension Disability Carer’s Service offices and other parts of DWP/LA or its agencies, is permissible.

4007 Offices should take normal action on post or evidence received before or after the sample is received including where this action entails contact with the claimant or a third party. If in doubt the office should contact the PM team manager for advice.

4008 The ECO/PCP/LA Contact must ensure that they provide the documents required by PM. This may be in the form of a request to send cases via courier where PM is remote checking.
All existing primary and other relevant documents should be made available to the PM team, for example the latest claim/application/review form, verification of savings, occupational pension, part time earnings, mortgage, and any relevant DM decisions.

In addition, for the JSA labour market check, the ECO should be aware that they may be required to make some Labour Market Documentation available for the PM team during the visit.

A list of points is provided below to aid the ECO/PCP/LA Contact:
- access FREDA for the required cases
- notify Business Managers of the PM visit
- check cases fully to identify incomplete issues
- in the absence of the MRO who will perform the technical benefit check, receive cases from the MRO who conducted the visit and hold securely until they can be handed off as applicable
- obtain and forward evidence on incomplete cases at the earliest opportunity

You will contact the ECO/PCP two weeks before the PM visit to check progress in preparing cases for the visit.

The ECO will need to ensure that a list of all designated Jobcentre Plus offices within the BDC cluster under check is available to PM on the first day of the visit.

The ECO/PCP/LA Contact will note dialogue 110 /LA system notepad, if available, or clerical notepad (for HB cases) that the case is subject to possible PM check and that the ECO/PCP/LA Contact should be contacted before any action is taken on the case:

| PM visit due from ..../...../..... to..../..../.... |
| Contact ECO/PCP/LA Contact (name) ............................... |
| Telephone Number .................................................. before any contact with the claimant is made |

Where a suspension has been imposed the ECO/PCP/LA Contact will record suitable entries in notepad on ISCS/JSAPS/LA system informing DWP/LA staff of the situation. System entries will read:

| Benefit suspended following PM review on --------------------. If claimant contacts office please inform ---------------- (PM contact name) on -------------</p>

PM Oct 2014
Status: Final
4016 On completion of the interview, you will liaise with the ECO/PCP/LA contact and the note originally entered by the ECO/PCP/LA contact in IS/JSA dialogue 110/LA system should be deleted by the ECO/PCP/LA contact and replaced with an entry stating that the MRO visit/interview has been completed. The correct wording for notepad entries for ESA/JSA/HB cases and SPC cases with no AIP is:

<table>
<thead>
<tr>
<th>PM Visit/Interview completed on --------------------------</th>
</tr>
</thead>
<tbody>
<tr>
<td>By -----------------------------------------------</td>
</tr>
<tr>
<td>Mobile Number -------------------------------</td>
</tr>
<tr>
<td>Do not remove until -----------------/-/-/........... (insert date 6 months after visit/interview undertaken)</td>
</tr>
</tbody>
</table>

- If the claimant is a pension case and there is an AIP the correct notepad entry should read:

<table>
<thead>
<tr>
<th>PM Visit/Interview completed on --------------------------</th>
</tr>
</thead>
<tbody>
<tr>
<td>By -----------------------------------------------</td>
</tr>
<tr>
<td>Mobile Phone Number --------------------------</td>
</tr>
<tr>
<td>Do not remove until ----/----/----- (insert end date of AIP or date 6 months in the future if AIP ends before 6 month period is completed)</td>
</tr>
</tbody>
</table>

- where the AIP is a run-on with an end date of 00/00/00, the correct notepad entry should read:

<table>
<thead>
<tr>
<th>PM Visit/Interview completed on --------------------------</th>
</tr>
</thead>
<tbody>
<tr>
<td>By -----------------------------------------------</td>
</tr>
<tr>
<td>Mobile Phone Number --------------------------</td>
</tr>
<tr>
<td>Do not remove unless current AIP commencing on <em>/</em>/_ ends.</td>
</tr>
</tbody>
</table>

4017 – 4029

**Good Practice for PM Visit**

4030 Good practices in anticipation of a PM visit include:

- completing case checks, but not where this could alert the claimant that their case is to be checked; contact with other Jobcentre Plus offices and other parts of DWP/LA and its agencies, is permissible
- finding all the cases required for check
- finding all relevant mortgage direct payment sub-files
ensuring that all the existing relevant documentation is readily available.

4031 - 4039

Preparation for PM Visit - Labour Market

4040 In preparation for the PM visit, the ECO is advised to arrange for scrutiny of all selected cases to ensure that:

• copies of all JSAgs (electronic or paper) covering the selected period are made available to PM. This will assist in negating any subsequent problems with provision of JSAgs where cases subsequently go dormant during the PM process.

• The relevant section on LMS to check Actively Seeking Employment (ASE) is available covering the selected period.

• ensure that refusal of employment information covering the selected period is made available to PM.

4041 – 4059

Preparation for PM Visit - SP

4060 Any cases where payment, in respect of the sample period, was made by the pension centre but the case has been transferred out to another pension centre the case should be retrieved.

4061 The PCP will supply a list of any SP CAM cases including the dates and times of these calls for PM to identify on the Verint system.

4062 Where appropriate the PCP should assist in arranging access to the CAM and Verint systems in the Pension Centre for PM MROs and provide basic training on how to access these systems.

4063 NIRS must be updated for all cases available for check.

4064 For any SP deferral cases that appear in the PM sample the PCP will supply all available print outs of the calculations and the input details.

4065 For sites where clerical documents are not held, PCPs should ensure that scanned documents which PM will need sight of, are held on the appropriate systems.

4066 - 4069
Preparation for PM Visit – ESA

4070 JCP Operational Performance Planning and Change Management Information team will supply a list of all ESA CAM cases including the dates and times of these calls for PM to identify on the Verint system.

4071 In preparation for the PM visit, the ECO is advised to arrange for scrutiny of all selected cases (including CAM cases) to ensure that:
   • The relevant section on LMS is available to check any appropriate Work Related Activity
   • ensure that for IS/IB Reassessment cases all previous IS/IB documentation supporting the ESA award is available
   • ensure that for all ESA cases all documentation supporting the award is available

Preparation for PM Visit – SPC

4072 PCP will supply a list of all SPC CAM cases including the dates and times of these calls for PM to identify on the Verint system.

4073 Where appropriate the PCP will assist in arranging access to the CAM and Verint systems in the Pension Centre for you and provide basic training on how to access these systems.

4074 For sites where clerical documents are not held, PCPs should ensure that scanned documents which you will need sight of, are held on the appropriate systems.

4075 - 4099

Additional Generic Action

Handoff to Lead MRO

4100 The ECO/PCP/LA Contact will ensure that the documents required by PM are presented to you at the commencement of the visit. Where the visit commences remotely the team manager will be responsible for making the necessary arrangements:
   • to collect the documents; or
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- for the ECO/PCP/LA Contact to forward the documents by secure courier post

Correction of cases

4101 The ECO/PCP/LA contact must ensure error cases are corrected following the PM visit.

Incomplete evidence

4102 The deadline for incomplete evidence is a maximum of 10 weeks from the date the ECO/PCP is notified that there is missing information required to complete the check. Any national holidays falling into this period will extend it by the applicable no. of lost working days.

Agreement/Disagreement

4103 Ensure that findings are agreed or that disputes are progressed through the arbitration process:

- ensure that errors raised by you are examined by a suitable member of staff, and that all official error, claimant error, and claimant fraud cases are agreed or contested within prescribed deadlines
- The ECO is no longer required to email the FES SPOC in cases of claimant fraud or fraud with causal link; this will now be done by you. You will cc the FES SPOC “JCP FIS-SPOC RAD PM “ when emailing the ECO to notify them FREDA is updated with their suggested categorisation.
- liaise between the PM team, Decision Makers, relevant Debt Centre, The Pension Service and other staff on any matters requiring solution/ arbitration
- ensure that corrective action is taken on errors identified by you
- liaise with GEL where the disputed error is clearly covered by the methodology

Note: for cases subject to a claimant review, corrective action must not be taken until the conclusion of the PM review action. The MRO performing the technical benefit check could also find an error on the case, which could negate any arrears being paid to the claimant immediately after the claimant review.

4104 Ensure that your findings are made known to all interested parties
Your findings should be recorded on FREDA for the ECO/PCP to view. The LA Contact will be unable to view FREDA, so will be notified by Decision Proforma of the outcome of the case check.