In preparation for the commencement of the PM visits, you must carry an identity card displaying the Department for Work and Pensions (DWP) logo in order to identify yourself to claimants.

Identity cards can be obtained from the Business Support Team; the distribution of these cards will be controlled by them.

Visit preparation

At the same time that you complete the technical preview to support the official error check, you will also conduct your initial visit preparation. This visit preparation is to check whether there have been any changes to the circumstances of the claimant since the selected period and whether the case is still suitable to remain in the sample. You must make a system check to ensure the claimant's address has not changed.

In addition a check of the Customer Information System for NTC will be appropriate for some claimants. Where there may be entitlement to Tax Credits, you should check whether there are any current awards of either Child Tax Credit or Working Tax Credit.

During the visit preparation you will:

- firstly identify and preview all JSA cases and arrange to visit urgently, ensuring the JSA new claim sample takes priority for visiting purposes
- note any inconsistencies on cases that require clarification for the official error check