7023 If you cannot re-access the DWP/LA system a check can be made by contacting the DWP office/LA by telephone to confirm that there are no changes to the information obtained at the preview stage (this may be for geographical or operational reasons). In HB cases, you must insist the LA complete and return the 48hr proforma to confirm the details discussed by phone. A telephone call to the jobcentre may be necessary to ensure that JSA claimants have not been sent for an interview or training course on the day you intend to visit. This information should be held on LMS, which for JSA cases must be checked.

7024 [Redacted text]

7025 This is important both for your safety and for the effectiveness of the visit. You must always note the check on FREDA, stating the outcome, i.e. no changes or details of any changes identified. If you identify a change at this stage, FREDA preview data should be amended to reflect the changes identified.

7026 You must repeat the system checks if visits are ineffective and more than 2 working days have passed.

Note: Original claim forms or screen prints must not be taken to the visit. This is to ensure that claimants do not gain access to their records without first applying to the Data Protection Officer.

7027 - 7029

Health and Safety Issues

Unacceptable Claimant Behaviour/Potentially Violent Persons

7030 [Redacted text]