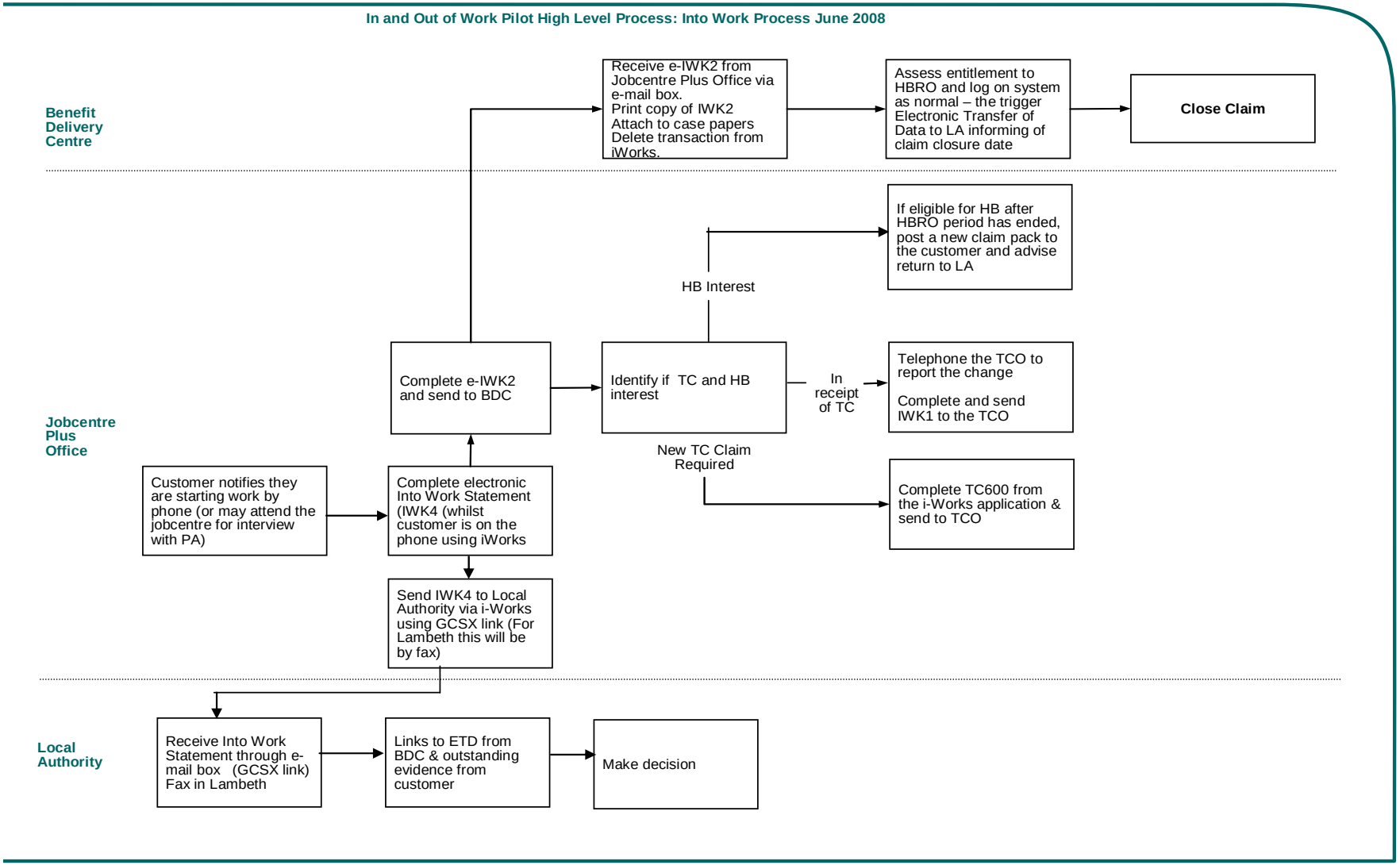
In and Out of Work Pilot High Level Process: Into Work Process June 2008
Benefit Delivery Centre
Receive e-IWK2 from Jobcentre Plus Office via e-mail box. Print copy of IWK2 Attach to case papers Delete transaction from iWorks.
Assess entitlement to HBRO and log on system as normal – the trigger Electronic Transfer of Data to LA informing of claim closure date
Close Claim
If eligible for HB after HBRO period has ended, post a new claim pack to the customer and advise return to LA
HB Interest
Jobcentre Plus Office
Complete e-IWK2 and send to BDC
Identify if TC and HB interest
In receipt of TC
Telephone the TCO to report the change
Complete and send IWK1 to the TCO
New TC Claim Required
Complete TC600 from the i-Works application & send to TCO
Customer notifies they are starting work by phone (or may attend the jobcentre for interview with PA)
Complete electronic Into Work Statement (IWK4 (whilst customer is on the phone using iWorks
Send IWK4 to Local Authority via i-Works using GCSX link (For Lambeth this will be by fax)
Local Authority
Receive Into Work Statement through e-mail box (GCSX link) Fax in Lambeth
Links to ETD from BDC & outstanding evidence from customer
Make decision