## If the client is eligible for BSG

Arrange NINO for the client. To do this:

1. Download the DCi1 form.
2. Fill in the first page only with:

   - your details in the top section
   - client's details in the second section

3. Send it to DWP at: ████████████████████████

The client can apply for NINO themselves online, although this will take longer.

DWP will let us know once the client's NINO has been set up.

## Update SPM

Update the client from 'Prospect Person' to registered as a 'Person'. To do this:

1. Log in to SPM.
2. Search for the client record.
3. Select the action menu (...) from the top right corner of the screen.
4. Choose 'Register'. The 'Register Prospect as Person' wizard will show.
5. Enter the NINO in the 'Reference Number' field.
6. Click 'Save'.

Then process the client's application as normal.

## If the client is not eligible for BSG

Send a decline letter explaining why the client is not eligible for BSG. To do this:

1. Log in to SPM.
2. Search for the client record.
3. Select the client's BSG application case.
4. Select 'Authorisation' from the top menu bar.

# Non-advanced education or training criteria

The client must have started their course or training before they turned 19.

The course or training must meet the following criteria:

# Non-advanced education

The course must be:

- normally provided at school or college
- on average over 12 hours per week during term time of tuition, supervised study, exams and practical work
- at a 'non-advanced' level, for example Scottish National Qualifications (up to Higher or Advanced Higher level), SVQ level 3 and below

University Degrees, HND/HNC or SVQ level 4 and above are advanced courses and would exclude 18 or 19 year olds from qualifying as a dependant.

# Approved training

Approved training is a traineeship, a course or scheme designed to help the client to gain the skills needed to obtain paid work (or more paid work or better-paid work).

This will be agreed by a Jobcentre Plus adviser, following a conversation with the client about the training opportunity, and it must:

- not be provided under a contract of employment
- include Employability Fund activities

It will appear as 'traning allowance' on e-SEF.

# Check if the client is in non-advanced education

## Ask the client if they are a dependant

To be eligible for BSG, while in non-advanced education or training, the client must be a dependant.

Ask them to declare they are living with someone who is receiving either 1 of the following for them:

- Child Tax credit
- Child Benefit
- Universal Credit

You do not need any further evidence.

## Ask the client for education evidence

Follow the 'Ask a client for more information or evidence' guide on how to do this.

The evidence should be a letter or a statement from the education institution or training provider, dated within the last month.

It should include the following:

- name, address and telephone number of the educational institution or training provider
- name of the course attendee
- name of the course
- start and end dates of the course

This can be a photocopy of the original document.

## Education period

The client is considered as being in non-advanced education or training until the first Sunday following the cut-off date, after they leave education or training.

The cut-off dates are:

- the last day in February
- 31 May
- 31 August
- 30 November

For example, if they left on 10 September 2018, they would be considered as being in education or training until 2 December 2018. This is the first Sunday after 30 November.

## Update SPM

## If the client is not in non-advanced education or approved training

Do the following:

1. Log in to SPM.
2. Search for the client's record.
3. Go to the BSG application case.
4. Choose 'Items to Verify' on the right.
5. Select the action menu (...) to the right of 'Education'.
6. Choose 'Delete' to remove the 'Education' evidence. See the SPM 'BSG application case evidence: Education' guide on how to do this.
7. Choose 'Administration' from the top menu bar.
8. Choose 'Notes'.
9. Choose 'New' to add a note on the application case. Explain why the client is not in non-advanced education or training. For example, they failed to provide evidence or course is at an advanced level.

## If the client is in non-advanced education or approved training

Do the following:

1. Log in to SPM.
2. Search for the client's record.
3. Go to the BSG application case.
4. Choose 'Items to Verify' on the right.

5. Select the action menu (…) to the right of 'Education' evidence and choose 'Add Proof'.

6. Choose 'letter from School/College' from the 'Item' drop down list.

7. Ensure 'Date Received' field is complete (this should be pre-populated).

8. Choose the client under 'Case participant'.

9. Update the comments box (on the bottom of the screen) with the name and dates of the course or training.

10. Click 'Save'.

1. Create the client record.
2. Attach the clerical application to the client record.
3. Create a task in the BSG application work queue.

The task subject code must include BSGPA (Best Start Grant Paper Application).

## Process the form

To do this:

1. Log in to SPM.
2. Search the BSG Application work queue.
3. Identify a task with BSGPA identifier.
4. Assign a task to yourself.
5. Select the link to the participant home page.
6. Select 'Client Contact'.
7. Select 'Attachments'.
8. Open the attachment. The clerical BSG application will be visible.
9. Preview the clerical claim form. Check all questions have been answered.
0. Check if the claim is valid - see if the client signed the form and the ticked the declaration. If not, this could impact date of claim.
1. If there is missing information, for example there's no declaration or signature, then call the client to gather the relevant information. Read and confirm the declaration with the client.
2. If the client cannot be reached by phone, then send them a letter to request the missing information. To do this, send an email to the mailroom: ██████████████████████████Include the client's name, address and post code in the email.
3. Set yourself a reminder task, if appropriate, for the return of missing information.
4. Update the 'Client Contact' tab with all the relevant actions that have been completed.
5. Once you have previewed or validated the clerical form, on launch IEG.
6. Complete the telephone (IEG) application from the information on the clerical application form.
7. Submit the application. This will send another task into the BSG Application Work queue.
8. View and close the original clerical application task.

MAT B1 is a free certificate issued by a registered midwife or a doctor to a pregnant woman after week 20 of the pregnancy.

Ask the client to send in a copy of their MAT B1 certificate to the following address: BSG, PO Box 10300, DUNDEE, DD1 9FU.

This can be a scanned copy of the original document.

Follow the 'Requesting additional information or evidence' guidance.

## Check the MAT B1 certificate

1. Check if the document is genuine against the sample MAT B1 certificate. For example, see if it's in the correct format or if there are any spelling mistakes.

Download a sample MAT B1.

2. For the form to be valid, ensure:

- it has a unique certificate number containing nine numbers, e.g. 002762109
- the name on the MAT B1 matches the name of the pregnant person on the BSG application
- the due date and/or birth date is completed
- it's been signed by a midwife or doctor
- the midwife's NMC Pin Number or the doctor's address is completed
- the handwriting and ink is the same throughout the form
- the date only appears in part one or part two of the form, not both

If you have doubts about the validity of the form, contact the fraud team on ██████(internal).

## Verify the midwife's details

Look them up on the Nursing and Midwifery Council website using their Pin Number: www.nmc.org.uk/registration/search-the-register

# Qualifying benefits

A qualifying benefit is one of the following:

- Child Tax Credit
- Working Tax Credit
- Income Support
- Income Based Jobseekers Allowance
- Income Related Employment and Support
- Pension Credit
- Universal Credit
- Housing Benefit

There must be an award of the qualifying benefit on the BSG application date.

The Universal Credit is an exception. For this benefit there must either be:

- an award on the BSG application date
- an award for the Universal Credit Assessment Period that ends immediately before the Assessment Period in which the client applied for BSG

Qualifying benefits will be shown on SPM as 'Other Benefits' in the 'Evidence' tab.

# Verification order

You'll verify qualifying benefits in the following order:

1. Check for a qualifying benefit award on e-SEF.
2. Check for a clerical qualifying benefit award.
3. Check for a Housing Benefit.
4. Check for a pending decision on a qualifying benefit.

See the 'Qualifying benefit verification order' for the order of verification steps.

# Verifying qualifying benefits

The client will tell us on their application which qualifying benefit they are on. This will create an 'Other Benefit' evidence and verification for each benefit on SPM.

## Clear the verification

1. Log in to SPM.
2. Search for the client record.
3. Go to the BSG application case.
4. You'll see see what needs verification in the top right of the screen under 'items to verify'.
5. Select the action menu (...) next to the verification note.
6. Select 'Verify Benefits'.
7. If the information on the application matches Searchlight:

- 'Other Benefit' evidence will be updated with the award start date and amount
- 'claimed only' tick box will be cleared
- associated verification(s) will be updated and cleared automatically
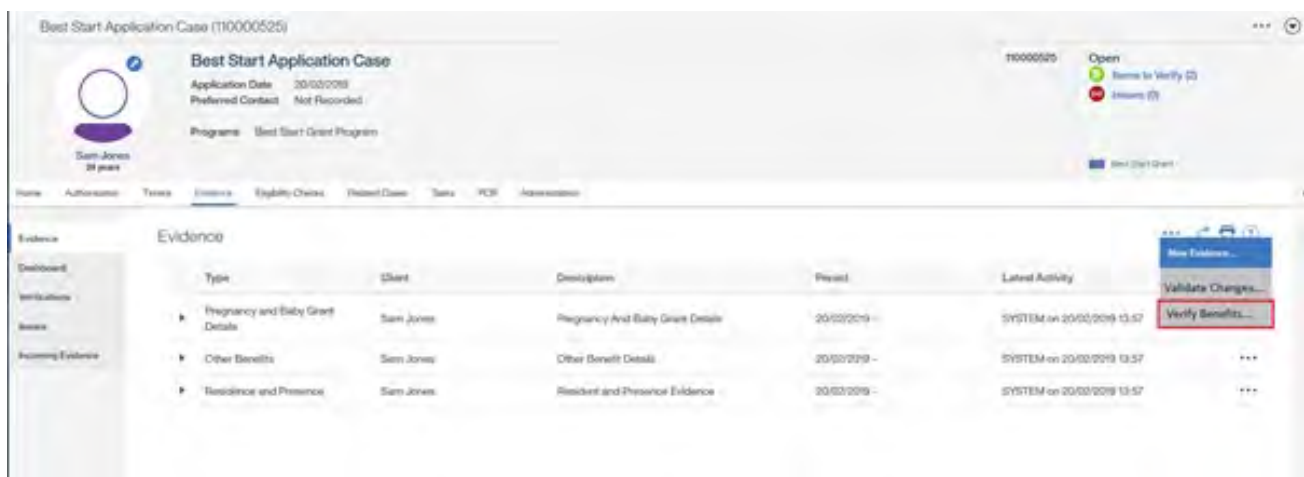


If there's a qualifying benefit on Searchlight that was not declared by the client:

- a new evidence will be created and populated
- a verification will be created and cleared automatically

## If there's no match on Searchlight

You should use the Searchlight manual process to check for clerical awards, Housing Benefit or pending qualifying benefit awards and update SPM.

## Remove a qualifying benefit

If a qualifying benefit cannot be verified you must go into the application case to delete the 'Other Benefit' evidence. Do this for cases where another qualifying benefit verification has been made.

**For example:**

The client said that they are on Job Seeker's Allowance (JSA) in their application form. The system cannot verify the JSA award but they have verified a Universal Credit award for the client.

## Check for a qualifying benefit award on e-SEF

You'll find details of all qualifying benefits, except Housing Benefit, on e-SEF. To check:

1. Log in to e-SEF.
2. Search for the client.
3. Select 'Award History'.
4. Check if there is a qualifying benefit award on the BSG application date.

## If there are no qualifying benefit awards on the BSG application date

For Universal Credit, do this:

1. Check if there has been an award for the previous Assessment Period.

Universal Credit is awarded in arrears based on a monthly Assessment Period. The BSG application date must fall within the current or previous assessment period.

**For example:**

BSG application date is 1st December 2018. Applicant has been receiving Universal Credit since 21 June 2018 with an Assessment Period ending on the 20 of the month. This means that the BSG application date will fall within the Universal Credit Assessment Period from 21st November to 20th December.

As the Universal Credit award is not finalised until the end of the Assessment Period when you verify the Universal Credit award on the 10 December it will only show an award up to 20 November.

In this scenario the client will have met the qualifying benefit conditions as they have a Universal Credit award in the Assessment Period immediately before the Assessment Period that includes the BSG application date.

2. If there's an award of £0.00 showing in the previous Assessment Period and the current Assessment Period has not ended, set yourself a reminder task on SPM for the day after the end of the current Assessment Period.
3. When it's time to check, log in to e-SEF to verify the Universal Credit award is more than £0.00.

If there are no qualifying benefits awards for the client on the BSG application date or the Assessment Period immediately before the BSG application date (for Universal Credit), check the 'Award History' for their partner.

## Check for a clerical qualifying benefit award

A clerical benefit award is a case that:

- is being handled off the DWP system
- must be maintained clerically

It'll be shown as a 'clerical interest' on e-SEF. To check, follow these steps:

1. Log in to e-SEF.
2. Search for the client.
3. Select 'Interest History' from the top menu bar.
4. You'll see the 'clerical interest' listed there.

# Contact DWP

If there's a clerical benefit and there are no other qualifying benefit awards contact DWP to confirm details of the qualifying benefit.

After the call, update SPM:

1. Log in to SPM
2. Search for the client record.
3. Go to the BSG application case.
4. Select 'Evidence' from the top menu bar.
5. Select 'Evidence' on the left of the screen.
6. Update the 'Other Benefits' evidence and verification.
7. Record the following in the comments box:

   - the name of the person you spoke to at DWP
   - the date and time of the call

# Check for a Housing Benefit

Verify this benefit only if there are no other qualifying benefits on the BSG application date.

Local Authorities manage Housing Benefits and set an 'interest' on e-SEF. To check for this:

1. Log in to e-SEF.
2. Search for the client.
3. Choose 'Interest History' from the top menu bar.
4. You'll see the Housing Benefit interest there.
5. If you can't see the Housing Benefit Interest, check the 'Interest History' for the partner.

# Ask the client for evidence

Ask the client to post in a copy of a Housing Benefit letter that:

- is dated within the last 3 months

- is in the name of the BSG applicant or their partner

- shows the client's current address

- includes start date of the current Housing Benefit award

See the 'Ask a client for more information or evidence' guide.

# Check for a pending qualifying benefit

Some clients may have applied for BSG while waiting for the outcome of a qualifying benefit application.

You should only consider pending qualifying benefits if there's no award of a relevant qualifying benefit.

You'll know a qualifying benefit is pending, when you'll see it as a current benefit interest on e-SEF. It must have a start date no more than one month in the past.

A pending Housing Benefit will not be shown on e-SEF. You'll need to ask the client for evidence to confirm this.

# Update SPM

When you've identified a pending qualifying benefit decision, do the following:

1. Log in to SPM.
2. Search for the client record.
3. Go to the BSG application case.
4. Select 'Evidence' from the top menu bar.
5. Select 'Evidence' on the left of the screen.
6. Select 'Other Benefits'.
7. Ensure the relevant qualifying benefit is recorded.
8. Ensure the 'claimed only' box is ticked.

# If the qualifying benefit is not Universal Credit

If the day on which you access e-SEF is less than 10 working days after the BSG application date, do this:

1. Log in to SPM.
2. Search for the client record.
3. Go to the BSG application case.
4. Select 'Evidence' from the top menu bar.
5. Select 'Evidence' on the left of the screen.
6. Select 'Other Benefits'.
7. Record the following in the comments box:

   - date and time you accessed e-SEF
   - number of working days since the BSG application date

8. Ensure the 'claimed only' box is ticked.
9. Set yourself a task for 10 working days from the BSG application date.
0. When it's time to check, log in to e-SEF and verify the qualifying benefit award.

## If a qualifying benefit has been awarded

Do the following:

1. Log in to SPM
2. Search for the client record.
3. Go to the BSG application case.
4. Select 'Evidence' from the top menu bar.
5. Select 'Evidence' on the left of the screen.
6. Select 'Other Benefits'.
7. Remove the tick from 'claimed only' box.
8. Update the 'Other Benefit' verification and record date and time of the second e-SEF check in the comments box.

## If a qualifying benefit decision is still outstanding

Do the following:

1. Log in to SPM.

2. Search for the client record.

3. Go to the BSG application case.

4. Select 'Evidence' from the top menu bar.

5. Select 'Evidence' on the left of the screen.

6. Select 'Other Benefits'.

7. Record date and time of the second time e-SEF check in the comments box.

8. Ensure the 'claimed only' box is ticked.

9. Do not update the associated 'Other Benefit' verification.

**If a qualifying benefit has been denied**

Do the following:

1. Log in to SPM.

2. Search for the client record.

3. Go to the BSG application case.

4. Select 'Evidence' from the top menu bar.

5. Select 'Evidence' on the left of the screen.

6. Select 'Other Benefits'.

7. Record date and time of the e-SEF check in a note on SPM.

8. Delete the relevant 'Other Benefit' evidence on SPM.

# If the qualifying benefit is Universal Credit

A new award of Universal Credit will always be pending until the last day of the first Assessment Period.

To calculate the last day of the Assessment Period, add a month to the start date of the Universal Credit interest.

For example, if the Universal Credit interest start date is 10 November, the last day of the Assessment Period will be 9 December.

If there is a current Universal Credit interest, do the following:

1. Log in to SPM.

2. Search for the client record.

3. Go to the BSG application case.

4. Select 'Evidence' from the top menu bar.

5. Select 'Evidence' on the left of the screen.

6. Select 'Other Benefits'.

7. Record the date following in the comments box:

- date and time you accessed e-SEF
- end date of the Universal Credit Assessment Period

8. Ensure the 'claimed only' box is ticked.

9. Set yourself a task for the last day of the Universal Credit Assessment Period.

0. When it's time to check, log in to e-SEF and verify the Universal Credit award.

**Verify the Universal Credit award**

1. Log in to SPM.

2. Search for the client record.

3. Go to the BSG application case.

4. Select 'Evidence' from the top menu bar.

5. Select 'Evidence' on the left of the screen.

6. Select 'Other Benefits'.

7. Remove the tick from 'claimed only' box.

8. Remove the outstanding 'Other Benefit' verification.

9. Add the award amount and dates of the Universal Credit Assessment Period relevant to meeting BSG eligibility.

# Record a qualifying benefit award on SPM

# If the qualifying benefit was declared on the application

If you've confirmed there's a matching qualifying benefit award on the BSG application date, do this:

1. Log in to SPM.

2. Search for the client record.

3. Go to the BSG application case.

4. Select 'Evidence' from the top menu bar.

5. Select 'Evidence' on the left of the screen.

6. Choose 'Other Benefits'.

7. Update the associated 'Other Benefit' evidence by:

- completing the start date

- removing the tick from the 'claimed only' box

- for Universal Credit only – adding the award amount and dates of the Universal Credit Assessment Period relevant to meeting BSG eligibility

8. Clear the outstanding 'Other Benefit' verification by:

- selecting 'confirmed by DWP' or 'Housing Benefit' letter as appropriate

- including the date and time you checked e-SEF in the comments box (this is not required for Housing Benefit)

See the SPM 'BSG application case verifications: Verify other benefit' guide.

## If the qualifying benefit was not declared on the application

It will not show on SPM. If you've confirmed that there is a qualifying benefit award, do this:

1. Log in to SPM

2. Search for the client record.

3. Go to the BSG application case.

4. Select 'Evidence' from the top menu bar.

5. Select 'Evidence' on the left of the screen.

6. Choose 'Other Benefits'.

7. Add a new 'Other Benefit' evidence. This will create an associated 'Other Benefit' verification.

8. Clear the outstanding 'Other Benefit' verification by:

- selecting 'confirmed by DWP' or 'Housing Benefit' letter as appropriate

- including the date and time you checked e-SEF in the comments box (this is not required for Housing Benefit)

# If there's more than one qualifying benefit award

Record them all on SPM.

## If there are no qualifying benefit awards

If the client declared a specific qualifying benefit and verification shows there's no benefit award, delete the associated 'Other Benefit' evidence in SPM.

See the SPM 'BSG application case evidence: Benefit evidence' guide.

If no qualifying benefits have been verified and no qualifying benefit decisions are pending, do this:

1. Log in to SPM.
2. Search for the client record.
3. Go to the BSG application case.
4. Add a note to the application case:

  - with the date and time you last checked e-SEF
  - stating that no qualifying benefit awards or interests were found on e-SEF