

New Style JSA

Bringing two services together



New Style Jobseeker's Allowance (JSA)

- Contribution-based benefit
- Financial support for people looking for work or working less than 16 hours a week
- Can be claimed for up to 6 months
- Not dependent on income or savings
- Existing online journey asks up to 1700 questions, doesn't respond to browser or device and uses expensive legacy systems

A brief history of the services

Apply for New Style JSA

- Digital service that helps citizen's apply for New Style JSA
- Agent/support centre facing journey so claims can be processed in a straightforward way
- 18 months (so far)
- In private beta taking 5% of claims (100% of claims over the phone)

Manage your claim:

- Digital service for managing New Style JSA claims
- Straight-forward digital service to help work coaches/agents process and manage claims
- In alpha

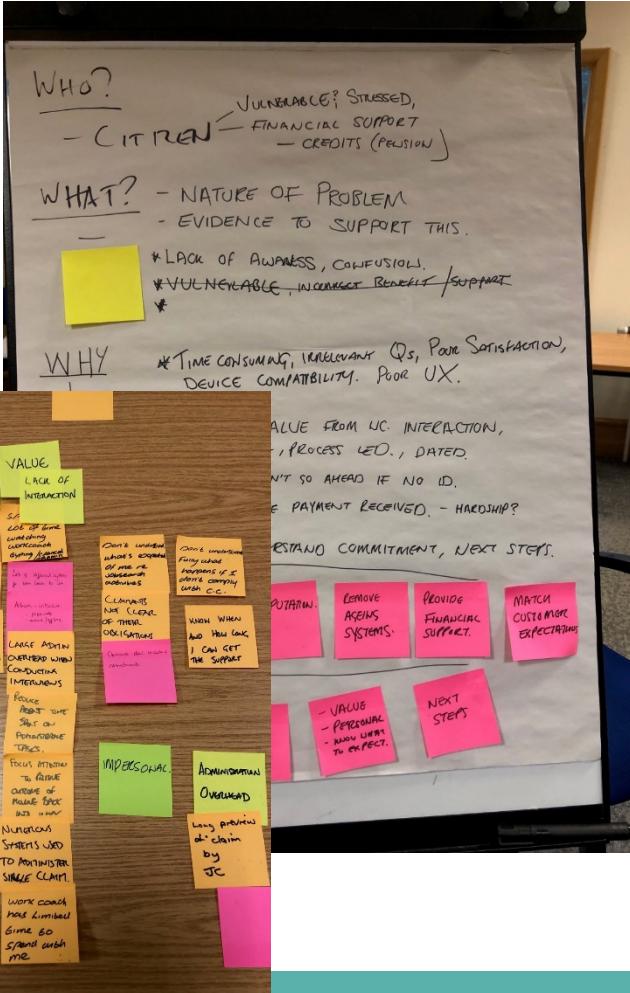
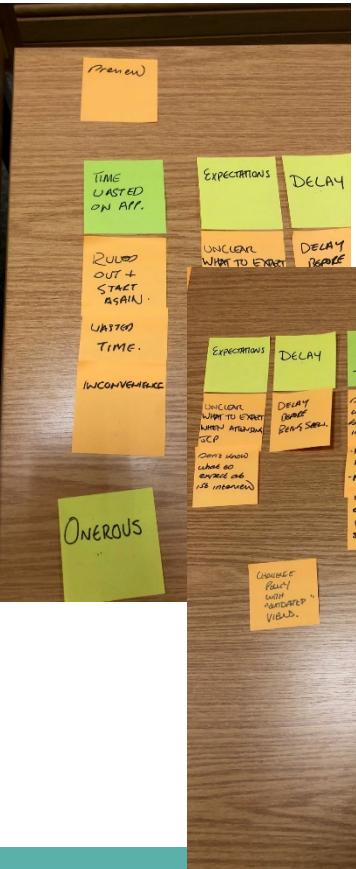
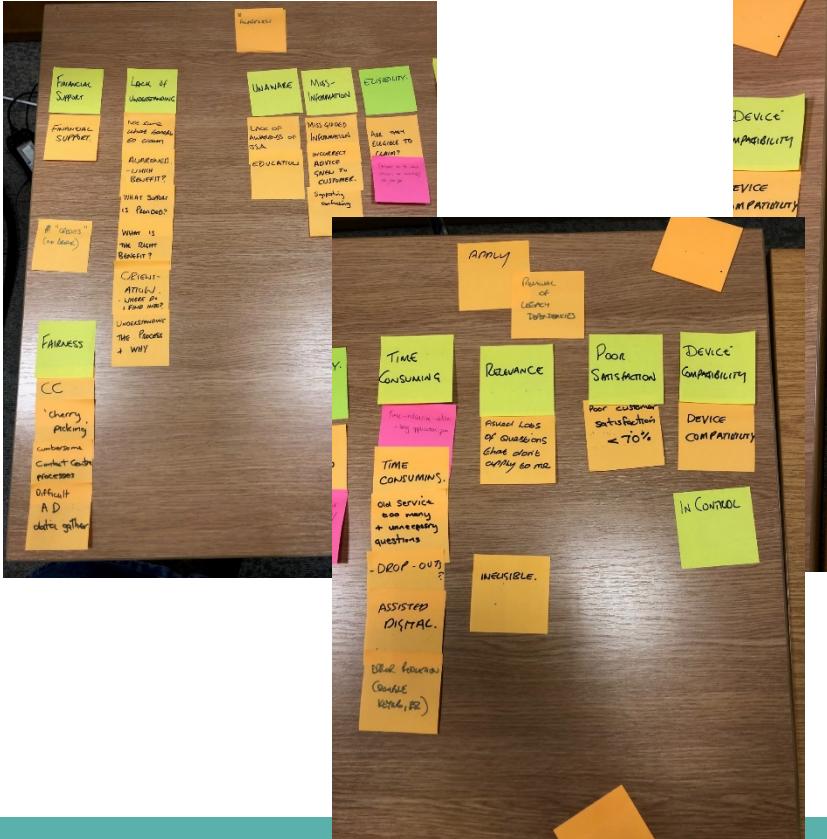
Decision to merge

The opportunity to design the end to end journey with the initial focus on the Apply journey.

But...

- Two sets of team members
- Two sets of priorities
- Two sets of users
- Two ways of working

Starting again as one service



What's next?

1. Move to public beta by March 2020
2. Prioritise based on biggest benefit to users and the business
3. Make sure all decisions have been based on user research, feedback and evidence
4. Set up for a successful future

Thanks!