

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Annex 4 – Provider Implementation Checklist

Contact points

A4.01 For performance related issues you should contact your Performance Manager. For further information regarding performance management see section 7.

A4.02 There are however instances that you will need to contact Jobcentre Plus and vice-versa to facilitate daily delivery. Throughout implementation and delivery you should ensure your staff and their Jobcentre Plus counterparts understand who they need to contact in relation to the activities below:

A4.03 Do you know who to contact regarding:

Process	Contact Purpose
Referral	<p>Inappropriate Referrals - If you believe there has been an error with the referral, you should immediately contact the Jobcentre concerned.</p> <p>Restricted Availability information - If information given at the referral phone call or the delivered referral information regarding claimant's participation restrictions is unclear you should immediately contact the Jobcentre concerned.</p> <p>Universal Credit Claimant UCPR1 referral - A UCPR1 form will be sent to you on the same day the PRaP referral is made, by mail. If you have not received the UCPR1 by the 4th working day from the date of referral you should contact the Jobcentre concerned for a duplicate to be issued immediately by post.</p>
Claimant Participation	<p>Jobsearch Reviews/ Jobcentre Plus interventions - Who to contact in Jobcentre Plus to (where possible) arrange a suitable time to ensure that this or any other required attendance does not impact negatively on the claimant's Learning Plan.</p> <p>Domestic Emergency - Who to contact where a claimant informs you that they are unable to comply with a mandated activity due to a domestic emergency.</p> <p>Sickness - Who to contact if the claimant informs you that they are unable to comply with a mandated activity due to sickness.</p> <p>Doubts in Claimant Availability - Who to contact to notify Jobcentre Plus to investigate a claimant's availability.</p>
Summary Reports	<p>Delivering Summary Reports Who to send summary reports to within Jobcentre Plus. You must return the summary report within ten calendar days of the claimant completing ELR or on request from Jobcentre Plus.</p>