

Withdrawn

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Chapter 3: Referral, Start and Leaver Processes

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Introduction

3.01 The Jobcentre Plus (JCP) Work Coach will recognise claimants appropriate for JOBS II and, following random allocation, will obtain their agreement and consent to attend. At this point the Work Coach will contact you to arrange a handover, see paragraph [3.06](#). An electronic notification will also be made via the Provider Referral and Payment (PRaP) system, and within this system the Work Coach handovers will be termed “referrals”.



- 3.02 In a small number of cases notification of referral will not be made electronically via the PRaP system, for example if the customer has been given Special Customer Record (SCR) status.
- 3.03 The purpose of a referral in PRaP will be to facilitate a face to face interview between the Provider and the claimant. This is the Reception Interview and should be conducted within 5 working days of referral.
- 3.04 You have 15 working days from the date the Work Coach makes the claimant handover to you and you receive the PRaP referral for you to achieve a Course Start. You will need to ensure that you input the start date onto your relevant systems and track progress to enable you to achieve this contractual target.
- 3.05 You will be allocated a Single Point of Contact (SPOC) for your District in JCP to assist with smooth transition and any queries.

Provider receives a hand-over to initial Reception Interview

- 3.06 You will receive a phone call from the Work Coach whilst the claimant is present at the Jobcentre to arrange the Reception Interview. This is described as a warm handover. You will be required to speak to the claimant direct to arrange the appointment. You will be notified if the claimant has provided consent for their data to be used and you will also receive a referral to the initial Reception Interview via the PRaP system (this should also be annotated to confirm customer ‘consent/non-consent’).
- 3.07 You will be required to conduct a face to face Reception Interview, within five working days of the referral.

Action

- 3.08 Access the PRaP system and acknowledge the referral.

The Reception Interview

- 3.09 The following list is the indicative content to be included in an induction/welcome pack:
- the Provider commitment to the participant
 - protecting privacy
 - safeguarding
 - date and time of course
 - course start arrangements – expectations on arrival
 - map to the venue



- suggested travel arrangements to the course
- tutor details
- how the Provider and participant will keep in contact with one another
- conduct standards the Provider requires from the participant
- equality and diversity policy
- accessibility standards
- expenses that can be claimed and how
- Health and Safety and
- feedback and complaints policy.

Please note this list is not exhaustive and is provided for illustration only. You are required to submit an induction/welcome pack for agreement prior to service commencement to the relevant person in DWP Work & Health Unit Delivery Team. When a claimant decides to participate, you are also required to keep a signed copy of the induction pack to verify that they have received the document.

Claimant attends interview and wishes to attend the Group Work “JOBS II” Course (At Reception Interview stage)

- 3.10 You will notify the claimant of the Course Start date which should commence within 15 working days of the PRaP referral date.
- 3.11 You should outline the schedule of activities and how working with the group leaders, and group members will help them obtain the benefits of the provision they discussed with their Work Coach.
- 3.12 During the Reception Interview, you must ensure claimants are aware that their participation in the group intervention is entirely voluntary and that the aims and benefits of taking part are clearly explained. You should outline the schedule of activities and how working with the group leaders, and group members will help get the most out of the provision.
- 3.13 Providers will be advised if a participant has not consented for their data to be used. These participants will not be excluded from the trial and should not be treated any differently from other participants. However, their data must not be used or gathered. However, a record must be held to confirm non-consent.

Action

- 3.14 The reception Interview should take place within 5 working days of PRaP referral date, and record on PRaP within 7 working days of referral.



- 3.15 Access the PRaP system and record a ‘Start’. Further information regarding the use of the PRaP system can be found within the on-line UPK guidance) and in [Chapter 10](#) The Provider Referral and Payment System of this guidance.
- 3.16 You must inform the SPOC of all customers who attended the Reception Interview.

Claimant attends interview and does not want to join the trial or is not appropriate for Group Work “JOBS II” (At Reception Interview stage)

- 3.17 Given the Work Coach Recognition and consent process it is anticipated that virtually all claimants handed over to the Provider will be appropriate for Group Work “JOBS II”. In those very rare circumstances where an individual has urgent needs, for example describing suicidal ideation, self-harm or presently being unable to avoid danger, Providers should act in accordance with customer care policies, and DWP guidance, and take appropriate immediate action to ensure the claimant receives help or responsible care. The Provider should inform the SPoC of this action and they should refer the claimant back to the DWP Work Coach.

Action

- 3.18 The reception Interview should take place within 5 working days of PRaP referral date, and Did Not Start (DNS) outcome should be recorded on PRaP within 7 working days of referral.
- 3.19 If at the Reception Interview the claimant decides not to attend the Group Work “JOBS II”, access the PRaP system and record Did Not Start (DNS). Further information regarding the use of the PRaP system can be found within the on-line UPK guidance) and in [Chapter 10](#), The Provider Referral and Payment System of this guidance.

Claimant does not attend interview (At Reception Interview stage)

Action

- 3.20 Access the PRaP System and record Did Not Attend (DNA) the reception Interview. Further information regarding the use of the PRaP system can be found within the on-line UPK guidance) and in [Chapter 10](#), The Provider Referral and Payment System of this guidance.



3.21 The Did Not Attend (DNA) outcome should be recorded on PRaP within 7 working days of referral.

Engaging with Claimant in-between Reception interview and Course Start

3.22 Providers will be expected to fully engage with claimants post Reception Interview to maximise attendance on the programme. Claimants should be contacted at least twice per week to ensure on-going communications, continued engagement and offer of support.

Unable to Contact the claimant

3.23 Engage with the Department’s Work Service Districts to facilitate the flow of appropriate claimants to maximise the take up of places on each course.

Course Start

3.24 At the beginning of each course, you will be required to:

- provide a list of attendees to the JCP SPOC when the claimants have started on day one of the trial
- notify the SPOC of any claimants who have not attended on the first day
- inform the SPOC of any others who may attend later than day one
- engage with the Department’s Work Service Districts to maximise the attendance on each course
- notify the JCP SPOC as soon as possible if on day one of the course there are less than 10 participants and the course needs to be postponed
- discuss the postponement with the participants and ask them to contact their JCP Work Coach as soon as possible and
- if you need to cancel a course, you will need to notify the JCP SPOC as soon as possible. You should complete a report to DWP to record the justification. The report must include which claimants are affected and the plans to contact/support the individuals.

Definition of a Course Start Outcome

3.25 A claimant is deemed as started on the course when:

- they have completed an attendance register on their first day and
- they have remained to complete the 6 questionnaires on the first day or
- if they have not consent to share data, but they have completed the consent/non-consent form.

Action

3.26 Access the PRaP system and record that a Course Start has been achieved. Further information regarding the use of the PRaP system can be found within



the on-line UPK guidance) and in [Chapter 10](#), The Provider Referral and Payment System of this guidance.

- 3.27 A Course Start should be achieved within 15 working days of referral, and recorded on PRaP within 17 working days of referral.

Participant leaves the trial

- 3.28 You will need to record the details when the participant leaves provision and notify the SPOC by close of business on the same day. The exit date will either be the scheduled end date of the provision or, if the participant leaves early, the last day they took part in the trial.

Action

- 3.29 Access the PRaP system and confirm exit from provision. Further information regarding the use of the PRaP system can be found within the on-line UPK guidance) and in [Chapter 10](#), The Provider Referral and Payment System of this guidance.
- 3.30 Exits or completion of provision should be recorded on PRaP within 2 working days of their final day of participation. Claimants that start and then do not attend the first course day should be recorded as exits within 17 working days from referral date.
- Please note:** Exits or completion of provision only apply to claimants who have started on the provision.

Re-Referrals

- 3.31 Re-referrals can be accepted onto the trial as it is recognised that due to the nature of this group, participants may drop out and re-engage later. The trial therefore allows additional opportunities for claimants to be referred. Claimants who are re-referred should be treated as new referrals and processes in this guidance should be followed as appropriate.

Referrals from other Organisations

- 3.32 Due to the nature of the trial and the requirement of selecting claimants to attend the support and pilot groups, acceptance of referrals from sources other than JCP are not permitted.

Multi Agency Public Protection Arrangements (MAPPA) cases

- 3.33 MAPPA cases not given Special Customer Record status will be referred through PRaP, you will receive the referral, without the address, postcode and contact telephone number.



Actions

- 3.34 A nominated officer or Work Coach from Jobcentre Plus will contact your nominated officer to give details of any restrictions that may be imposed on the participant.
- 3.35 Take the same action on PRaP as for non MAPPA cases to acknowledge and accept the referral.
- 3.36 If clerically referred, the nominated officer will forward to you a copy of the MAPPA J form which will detail the restrictions. Risks or restrictions will be different for every MAPPA case.
- 3.37 The MAPPA J form and any other clerical documents for each claim must be held securely, with restricted access, following the same process as you would for SL2's.
- 3.38 The Jobcentre Plus nominated officer will also provide you with the participants contact details.
- 3.39 You can set up normal electronic records on your IT systems for MAPPA participants. However, the record must only contain information regarding the day to day running of the claim and should be marked that it is a MAPPA case and that further information can be obtained from your nominated officer. Therefore, access to this record does not need to be restricted.
- 3.40 If it is deemed appropriate, the Jobcentre Plus nominated officer may also issue letters to the participant which you would normally have issued.
- 3.41 Further explanatory information about MAPPA cases is contained in [Generic Provider Guidance Chapter 2 Delivering DWP Provision](#).

Special Customer Records (SCR) - including MAPPA cases given SCR status

- 3.42 Participants who have been granted Special Customer Record status will be referred to you clerically following the SL2 process: There is no clerical equivalent of accepting a PRaP referral for Special Customer Records (SCR) cases, so this step does not apply in these instances.
- 3.43 Further explanatory information about SCR cases is contained in [Generic Provider Guidance Chapter 2 Delivering DWP Provision](#).



- 3.44 You must ensure you have a full understanding of who these participants are and how you should deal with them. You must ensure full compliance with the SCR clerical record process.
- 3.45 The clerical completion and return of SL2 Forms for Special Customer Records (SCR) participants should always be undertaken by your Nominated Officer who must ensure that “SCR participant” is clearly marked at the top of each form.
- 3.46 All information on SCR participants whether received from Jobcentre Plus or generated by yourselves must be stored securely at all times. Further information is contained in [Generic Provider Guidance Chapter 8 Information Security](#).

Claimant is referred in error

- 3.47 It is possible that, on occasions Jobcentre Plus may make a referral in error for a claimant who is ineligible for the trial.
- 3.48 Where the error is discovered and notified prior to acknowledgement and/or acceptance in PRaP - You are required to reject the referral in PRaP recording a rejection reason of ‘Other’.
- 3.49 Where the error is discovered and notified after acceptance but prior to attachment in PRaP - You are required to cancel the referral in PRaP recording a cancellation reason of ‘Did Not Start’ (DNS).
- 3.50 Where the error is discovered and notified after a start has been recorded in PRaP the Provider can request for it to be removed using the PRaP 14. More information regarding PRaP can be found in [Chapter 10](#), The Provider Referral and Payment System of this guidance.