

Withdrawn

This publication is withdrawn.

This publication is no longer current.

On and Off Benefit Scans – Work Programme and New Enterprise Allowance

Introduction.....	1
Key Benefits.....	2
Automated Data.....	2
Format.....	2
Distribution.....	3
Action.....	3
Data Protection.....	4
Business Continuity.....	4
Annex A – Distribution Timetable.....	4

Introduction

1. This reporting process will notify Work Programme and New Enterprise Allowance providers when their participants start or end a benefit claim so they can track and support their participants more effectively.
2. The data will cover:
 - JSA, ESA and UC claimants going on benefit whilst on the Work Programme and New Enterprise Allowance;
 - JSA and ESA claimants going off benefit whilst on the Work Programme or New Enterprise Allowance.
3. They will bring together in one place:
 - A single view of all benefit changes in a monthly period to keep you up to date; and
 - Make it easy for you to identify which participants have left or returned to benefit so that appropriate levels of support can be maintained.
4. The data is designed to add value to the existing process by providing notification of these relevant claim changes and will serve as a prompt to help you manage and monitor these changes when they occur.
5. This will mean that providers are not dependent on Jobcentre Plus for information relating to participants going on and off benefit, although the need for the detail of a change (on form WP07b using current processes) will still be required.

Please note: this data is intended to enhance the existing process and has been introduced on the basis that providers do not contact Jobcentre Plus to clarify or request further information in relation to this data.

6. Introducing this change follows a short feasibility assessment with two Work Programme providers who found the information to be extremely useful, resulting in positive benefits.

Key Benefits

7. The data will:

- Prompt providers to make contact with participants to maintain appropriate levels of support when these claim changes occur;
- Add value as they will pick up changes from ESA, JSA and UC and vice versa, providing awareness that there may be a change to the participant's conditionality and sanctions regime for those returning to benefit;
- Help to reduce the volume of nugatory DMA referrals (since the data will provide information to help providers determine whether or not to make a referral);
- Act as an enabler for increasing job outcomes due to better provider awareness of an individual's circumstances and therefore contributing to an improvement in Work Programme performance; and
- Help to reduce the number of job outcome claims failing the Off Benefit Check for JSA and ESA.

Automated Data

8. The data provided includes:

1). 'On' Benefit:

This will enable providers to identify participants re-claiming benefit, enabling a smooth transition back on to the Work Programme and New Enterprise Allowance; and

2). 'Off' Benefit:

This will enable providers to identify participants who have signed off benefit so that appropriate levels of support can be maintained e.g. providing in work support where the participant has found work. There will be no UC 'Off' flows included in the reports.

Format

9. The automated reporting software will query the Jobseekers Allowance Payments System and PRaP (Provider Referrals and Payments) system data to identify ESA, JSA and UC 'On' flows and ESA and JSA 'Off' flows processed in a monthly period.

10. The layout and dataset will be standard across all providers. The software will automatically collate, manage and organise the data into an Excel spreadsheet. The spreadsheet will contain:

- A list of PRaP referral reference numbers (also known as Purchase Order numbers);
- Provider name;
- Contract number;
- Period of data ('from' and 'to' dates);

- Benefit type (either ESA, JSA or UC);
 - Processing Date (the date the claim closure or re-claim was input to the benefit system);
 - Effective Date (includes any backdated claims to benefit):
 - 'On' Benefit (the date when the claimant has an entitlement to benefit);
 - 'Off' Benefit (the date when the claimant's entitlement to benefit ceased for ESA and JSA only);
 - Claim Start Date (the date of the claimant's entitlement to benefit. This date does not include any backdated claims, but is included where the Effective Date cannot be provided).
 - Production date of the data.
10. There may be circumstances where a participant has left and re-claimed benefit (and vice versa) or changed benefit in the same reporting period. Where an individual PRaP number occurs more than once in the same monthly period, the software will group them together using the Effective Date in descending order so that the most recent change in benefit status appears first. This will enable you to understand the latest position.
11. For PRaP numbers that occur more than once with the same Effective Date the scan is unable to provide the latest position.
12. In a small number of cases there may be duplicate records listed in the reports. Also, participants who are subject to clerical benefit processing and payments will not be included in the list. However, you will still receive the WP07b form from DWP operations.
13. Once the data has been generated and converted into Excel, the spreadsheet will be communicated to you via BRAVO on a monthly basis.

Distribution

14. The spreadsheet data will be sent by the Change, Policy and Planning Division (Contracted Employment Provision Directorate) via BRAVO to your Super Users. The timetable for distribution can be found in Annex A.

Action

15. If you do not receive the spreadsheet via BRAVO on the distribution date or you need to report a change to your BRAVO Super User, please inform your DWP Performance Manager as soon as possible in the first instance.
16. The PRaP referral reference numbers will allow you to cross-reference with participant personal details held by your internal systems so that you can identify the individual participants leaving or returning to benefit.
17. You should use this information to supplement your normal tracking and validation processes to identify whether you are entitled to claim a Job Outcome and/or sustainment payment.

18. In the absence of your systems holding more up to date information, you must follow up with the participant to see if a claim is appropriate. Speculative claims based on this information alone must not be submitted as all claims will be subject to the usual payment validation and extrapolation of errors process. This information should also help to provide you with information that supports mandate and sanction activity.

Data Protection

19. Please ensure that this information is handled in accordance with the Data Protection Act and DWP Security Standards and do not forward any identifiable personal information associated with the PRaP reference number if you transfer the information to your supply chain partners. Please destroy the lists in a secure manner after taking action.

Business Continuity

20. In the unlikely event of a technical problem occurring leading to the software being unable to collate and organise the spreadsheet for distribution, your nominated recipient (SPOC) will be contacted by a member of Change, Policy and Planning Division (Contracted Employment Provision Directorate) who will advise of the problem and let you know when it can be expected to be resolved.

Annex A – Distribution Timetable

On Off Benefit Scan Reporting Timeline April 2017 onwards with UC					
Scan Reporting Period			Dates Actions To Be Completed By		
Month	Period From	Period To	Production Date	Sent for upload	Upload for Providers
Apr-17	01-Jan-13	19-Apr-17	20-Apr-17	21-Apr-17	25-Apr-17
May-17	16-Mar-17	17-May-17	18-May-17	19-May-17	23-May-17
Jun-17	20-Apr-17	21-Jun-17	22-Jun-17	23-Jun-17	27-Jun-17
Jul-17	18-May-17	19-Jul-17	20-Jul-17	21-Jul-17	25-Jul-17
Aug-17	22-Jun-17	16-Aug-17	17-Aug-17	18-Aug-17	22-Aug-17
Sep-17	20-Jul-17	20-Sep-17	21-Sep-17	22-Sep-17	26-Sep-17
Oct-17	17-Aug-17	18-Oct-17	19-Oct-17	20-Oct-17	24-Oct-17
Nov-17	21-Sep-17	15-Nov-17	16-Nov-17	17-Nov-17	21-Nov-17
Dec-17	19-Oct-17	20-Dec-17	21-Dec-17	22-Dec-17	29-Dec-17
Jan-18	16-Nov-17	17-Jan-18	18-Jan-18	19-Jan-18	23-Jan-18
Feb-18	21-Dec-17	21-Feb-18	22-Feb-18	23-Feb-18	27-Feb-18
Mar-18	18-Jan-18	21-Mar-18	22-Mar-18	23-Mar-18	27-Mar-18

*Apr-17 Scan to include **cumulative UC On Flows**, rolling 2 months legacy as normal.