

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.

## CPA 18 Work Programme Provider Guidance

**Please Note: Referrals to this programme ended on 31 March 2017. This guidance is for existing Work Programme participants only**

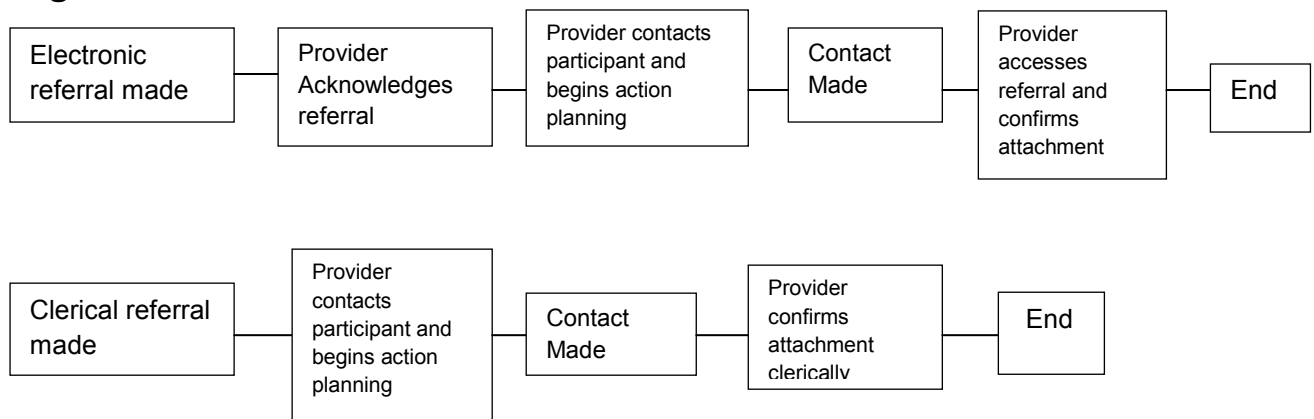
### Chapter 4 – Accepting Referrals, Initial Participant Engagement and Registering an Attachment

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## High Level Must Dos



## How to

### Referrals

1. From 2 February 2015 you will be sent referrals from Jobcentre Plus for new participants beginning their Work Programme provision. For these you should follow the guidance below for new referrals.
2. Any participant with the outgoing provider that has a live claim to benefit (and over 4 weeks and 1 day remaining on the programme) as of 5 March 2015 will be transferred to you via PRaP. The timescale for engaging with these participants has been extended to reflect the task of dealing with the large volumes involved. You should follow the guidance below for the transferred group of participants.

### New Referrals

3. You will need to work with your local Jobcentre Plus contacts to ensure an effective referral and engagement process with the participant.

4. The date the referral is made by Jobcentre Plus is day 1 of the 104 week period that you have to work with the participant.
5. Prison leavers who make a claim to JSA within 5 weeks of their expected release date will be referred to you by the Employment and Benefit Advisor (EBA) within the prison.

### **Transferred group of participants**

6. Referral for the transferred group of participants will be made by bulk transfer via the PRaP system.
7. The record will be transferred with the original referral date which will allow you to calculate the balance of time left on the Work Programme.
8. You will receive information regarding the participant and their journey on the Work Programme so far from the outgoing provider as well as information relevant to their claim supplied by Jobcentre Plus.

### **Background**

9. Further detail is provided in the [detailed background and further information section](#).

### **Provider acknowledges referral- All participants**

10. You are required to 'acknowledge' the participant's referral made by Jobcentre Plus.

### **Actions**

11. Access the Provider Referral and Payments (PRaP) system and acknowledge the referral (Further detail on the process by which this action needs to be undertaken is covered within the interim UPK topics).

**Consequence** Failure to acknowledge a referral will mean that you are unable to accept a referral, record an attachment date or be able to receive any resulting payments.

### **Multi Agency Public Protection Arrangements (MAPPA) cases – New Referrals only**

12. MAPPA cases that have not been given Special Customer Record status will be referred through PRaP, you will receive the referral, minus the address, postcode and contact telephone number.

### **Actions**

- The nominated officer from Jobcentre Plus will contact your nominated officer to give details of any restrictions that may be imposed on the participant.
- Take the same action on PRaP as for non MAPPA cases to acknowledge and accept the referral.

## **Multi Agency Public Protection Arrangements (MAPPA) cases – Transferred Group of Participants**

13. Referrals for these participants will be made via the bulk transfer process. You will receive the referral minus the address, postcode and contact telephone number.
14. No action must be taken with these participants until your nominated officer is aware of the restrictions placed on them.

### **Background**

15. Further detail is provided in the [detailed background and further information section](#).

## **Clerical Referrals- New Participants**

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

16. Participants who have been granted Special Customer Record status will always be referred to you clerically using the SL2 clerical referral form. There is no requirement for clerical cases to be acknowledged or accepted. The first step in the clerical process is to claim the attachment following your initial engagement with the participant.
17. In rare cases, some MAPPA participants may be given SCR status. You must ensure that you treat these cases as you would any other SCR participant.

### **Actions**

- Jobcentre Plus will complete Page 1 (of three) of the form SL2, forwarding the entire form to your Nominated Officer
- On receipt of form SL2 from Jobcentre Plus, you must undertake attachment activity (retaining Pages 2 and 3 of the SL2 form) and complete and return Page 1 to the Jobcentre Plus Nominated Officer
- You should also send a photocopy of Page 2 of the SL2 form to the Provider Payment Validation Team (PPVT) accompanied by the relevant PRaP11 form in order to claim the Attachment Fee. For further information about information security refer to Generic Provider Guidance Chapter 8 - Information Security.

## **Clerical Referrals- Transferred Group of Participants**

18. Participants with SCR status will be transferred to you clerically by Jobcentre Plus using the SL2 process. You must use the process above to complete and return the relevant pages of the SL2. The first step in the clerical process is to claim the attachment following your initial engagement with the participant.
19. Your nominated officer will receive the SL2's from Jobcentre Plus by 9 March 2015.
20. You must not take any action with these participants until the SL2 is received.

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

21. In rare cases, some MAPPA participants may be given SCR status. You must ensure that you treat these cases as you would any other SCR participant.

### **Background**

22. Further detail is provided in the [detailed background and further information section](#).

## **Initial engagement activity- New participants**

23. You must engage with the participant by discussing the programme and begin action planning with them. As a minimum, this must include the next steps for the participant to take on either a voluntary or mandatory basis. The way in which you contact participants is at your discretion.

### **Actions**

- You must keep evidence of this two way discussion
- You must issue any mandatory activities to the participant in writing. Further information can be found in action planning minimum requirements.

## **Initial engagement activity -Transferred Group of Participants**

24. You must attach each of the participants referred to you by bulk transfer. You should engage with the participant by discussing the programme and begin action planning with them. As a minimum, this must include the next steps for the participant to take on either a voluntary or mandatory basis. The way in which you contact participants is at your discretion.

### **Actions**

- You must keep evidence of this two way discussion
- You must issue any mandatory activities to the participant in writing. Further information can be found in action planning minimum requirements.

## **Provider registers attachment - New participants**

25. Once you have engaged with the participant you are required to register the attachment. We expect the engagement and attachment to take place within 15 working days of the referral.
26. If the participant is referred to you for Day One Support and has made an advance claim to JSA prior to leaving prison we expect engagement and attachment activity to take place within 25 working days of the referral. We expect prison leavers who are making their claim to JSA within 13 weeks of release to be attached within the usual 15 days.

## **Provider registers attachment - Transferred Group of Participants**

27. Once you have engaged with the participant you are required to register the attachment. We expect the engagement and attachment to take place within 4 weeks of the bulk transfer.

### **Actions - All participants**

- You must record the attachment in PRaP. The actions needed to undertake this are covered in the UPK Topic 'Advise Start Provision Date'
- Input both 'date 1' and 'date 2' as the same date when recording the participants' attachment.
- The attachment date you record in PRaP must always be "today's date". This date may not necessarily be the date on which the two-way discussion actually took place but the date cannot be backdated in PRaP

### **Consequence**

Failure to complete attachment activities in PRaP as soon as they have taken the action could result in:

- Non payment of outcomes if the job start date falls before an attachment has been recorded
- Failing to meet audit requirements, leading to a recovery of funds

## **Participant's referral from Jobcentre Plus - New Participants**

Information sent as part of the referral is personal data within the meaning of the Data Protection Act and handling, processing and transmission rules apply. The information sent as a minimum will include:

- full name including title
- National Insurance Number
- full address inc post code
- telephone number including standard code
- other telephone number (mobile)
- qualifications
- Driving Licence
- aims (free text field)

- job preferences
- employment history
- preferred hours
- participant's Payment Group
- if the participant is voluntary or mandatory
- Incident Marker – Notification where a participant has had an incident recorded while working with Jobcentre Plus. Further information on incidents can be requested by contacting Jobcentre Plus
- Disability Status – Notification that the participant has informed Jobcentre Plus that they are disabled. (Please note: Under current processes you will be notified that the participant is a disabled person but you will not be notified what the disability is) disabled participants may require special arrangements when you meet with them
  - childcare needs/arrangements e.g. lone parent, preferred working pattern
  - Participant's signing cycle
  - participant's claim pattern
  - Voluntary Early Entry Category
  - Jobseekers Allowance (JSA) signing day
  - Jobcentre Plus agreed employment restrictions on availability
  - Welsh language written or spoken
  - referral ID
  - provision ID
  - date of referral
  - vulnerable participant s status – this will be notified in the form of the word "Safeguard" which will be detailed within the Action Plan Items of the field of the referral.
  - Disadvantaged marker set Y (yes) or N (no). Where information states disadvantaged marker set 'Y' you will need to ask the participant to disclose any disadvantages they have.





## **Referral of Transferred Group of Participants- bulk transfer**

28. Referrals for the transferred group of participants will be made to you by bulk transfer via the PRaP system. You will receive similar information as you would for a new referral.

### **Scan**

29. To enable you to check that all the records on the bulk transfer have been received, the Department will issue you with a scan.

30. The scan contains the following for each participant transferred:

- Name
- National Insurance number
- DOB
- Benefit type
- Original referral date

31. It is the Departments assumption that the scan will be shared with you on the 6th March 2015 via PGP.

32. If in the course of matching the scan to the records received you find any errors or that records are missing, you should contact your performance manager in the first instance.

33. The inclusion of the original referral date will allow you to prioritise your engagement with the transferred group of participants and track their allotted time to enable you to complete their exit reports to the correct timescales.

## **JSA Claimant Commitment**

34. Since October 2013, new Jobseeker's Allowance claimants have been required to agree and sign a JSA Claimant Commitment, in order to receive their benefit.

35. The JSA Claimant Commitment sets out both the period the claimant is available for work each week and the actions they agree to undertake each week, in order to retain their entitlement to benefit.

36. It has been introduced with a change in culture, whereby claimants are encouraged by their Work Coach to take more responsibility for planning and undertaking these activities.

37. To help ensure that claimants are motivated and committed to meeting these requirements, the consequences of not complying are recorded together with the agreed actions.

38. So that all parties are aware of the requirements placed on the claimant in order for them to receive benefits, it is beneficial for the claimant to share it with you.
39. Sharing of the Claimant Commitment is voluntary but is encouraged with a view to offering claimants the best support possible to help them move into employment. If the claimant refuses to share their Claimant Commitment you should not take any further action to pursue.
40. If the claimant does grant you access to their Claimant Commitment, it will provide you with:
- a useful starting point to help you understand the level and type of activities a claimant had previously committed to undertake;
  - information that you can use for comparison purposes following your own assessment of claimant capability;
  - information on messaging around a claimant's non-compliance with work related requirements; and
  - any adjustments that may have been made for the claimant, so you may consider these when agreeing activities and participation whilst on the Work Programme.
41. All claimants can ask for their Claimant Commitment to be changed at any time. If a Work Programme participant asks for a change to their Claimant Commitment; JCP will discuss the proposed changes with the participant and where helpful to do so, consult with the Work Programme Provider to clarify activity(s) that the participant wants to add to their Claimant Commitment. The benefit of co-operating with JCP will mean the participant will have an up to date/accurate Claimant Commitment enhancing their time on the programme. If you are unable to provide clarification at the point of JCP contact, JCP will consider whether to include the changes based on the information given to them by the claimant.

### **Additional referral information for prison leavers**

42. Prison leavers are given the opportunity to make an advanced claim to JSA up to 5 weeks prior to their release and will be referred to you in the usual way via PRaP. You will be unable to undertake attachment activities until they have been released from prison.
43. On referral you will be sent the usual information, as well as contact details for the Employment Benefit Adviser (EBA) within the prison and the expected date of release.
44. It may not always be possible to include on the referral the participants signing day and cycle. If it is not included you should contact JCP.
45. In some circumstances, the Jobcentre contact details of the participant will be incorrect. This is due to Jobcentre details being associated with the EBA. If this is the case, the EBA will add a note to the action plan to notify you of the participants signing Jobcentre.
46. The Participant referral should not be made without a correspondence address. Where a participant is of No Fixed Abode or a Person without accommodation, their EBA will

ensure that a correspondence address is supplied as part of the referral. The correspondence address could be, for example, a friends address or if no other address is available, their local Jobcentre.

- 47. The participant will also be informed that if they do not check regularly for any correspondence from you, and subsequently fail to undertake a mandatory activity, it could result in their benefit being affected.
- 48. You will not receive confirmation that the prison leaver was released on the specified date; however you will be informed if they are not released as expected.

### **Transforming Rehabilitation for Prisoners**

- 49. New legislation has come into force that means prisoners released from short sentences (anything more than 1 day) will now receive statutory supervision in the community
- 50. From 1st May 2015 providers from private, public and voluntary sectors will deliver support and rehabilitation to low and medium risk offenders through 21 Community Rehabilitation Companies (CRCs) across England and Wales (but not Scotland).
- 51. CRC support will commence from a date prior to their release from prison and JCP Employment Benefit Advisors (EBA's) will have the flexibility to defer referring the prison leaver to the Work Programme for up to 13 weeks if they are already receiving support that addresses barriers or employability needs which may impact on them effectively participating in the Work Programme.
- 52. The claimant will remain with the CRC for at least 12 months following their release from prison, however the JCP Work Coach will refer the claimant to the work Programme at the end of the deferral period.
- 53. In these cases you will be expected to work in conjunction with the CRC to ensure that the participant receives support with finding sustained employment.

### **Prison leaver release date delayed**

- 54. It is expected that the majority of prison leavers who have made an advanced claim to JSA will be released on the date specified. However, in some instances this may not be possible.
- 55. Should the release date be delayed you will be notified by the EBA on the day after the scheduled date of release or as soon as possible after that.
- 56. Once you receive confirmation that they were not released you should take steps to cancel the referral in PRaP as per current guidance.

### Unattached Prisoner Referrals

57. If an ex prisoner fails to sign after being released from prison you will be notified by Jobcentre Plus.
58. You must retain the referral in case the claimant re-claims benefit within 13 weeks of discharge from prison.
59. If the claimant has not been attached to the Work Programme after 18 weeks of referral you must contact Jobcentre plus to confirm that they have failed to make a JSA claim
60. If no claim to JSA has been made you should cancel the referral on PRaP using the cancellation reason “did not start” (DNS) and send it back to Jobcentre Plus.
61. If a claim to JSA was made within the specified 18 weeks, the referral should remain unattached unless there is a “live” claim in payment. Where there is a live claim you will need to take normal attachment action.

### Vulnerable ESA Participants

62. On the referral information you will be informed if an ESA participant falls into a vulnerable group. This will allow you to assess whether you need to make any adjustments to the participant's engagement process.
63. After the initial referral it will be your responsibility:
  - To continually assess your participants to determine if any change of circumstances has caused them to become a vulnerable participant; and
  - To be aware of changes to vulnerable status that are communicated by DWP. Refer to Chapter 4b - Safeguarding and Vulnerability (Further information regarding safeguarding ESA vulnerable participants can be found in [Work Programme Guidance Chapter 4b – Safeguarding and Vulnerability](#))

### Participants Requiring Support

64. Some participants who do not fall within the Work Programme definition of vulnerable (ESA claimants only) may still require extra support in accessing Work Programme Services.
65. Where a participant needs additional support to help them understand what is expected of them while on the work programme or to access services, Jobcentre Plus will annotate the action plan with the following note:-

"May require reasonable adjustment or additional support"
66. As you are already required to consider an individual's circumstances when you engage with them this note is merely to alert you that extra support may be required when engaging with them.

### **MAPPA cases- all participants**

67. The Jobcentre Plus nominated officer will contact your nominated officer to discuss any risks or restrictions that should be in place for each MAPPA referral. They 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.
68. 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.
69. The Jobcentre Plus nominated officer will also provide you with the participant's contact details.
70. 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.
71. If it is deemed appropriate, the Jobcentre Plus nominated officer may also issue letters to the participant which you would normally have issued.
72. Further explanatory information about MAPPA cases is contained in Generic Provider Guidance Chapter 2 – Delivering DWP Programme Provision.

### **Clerical referrals- all referrals**

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

73. 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. Provider action starts following initial engagement when you should claim the attachment fee.
74. Further explanatory information about SCR cases is contained in [Generic Provider Guidance Chapter 2 – Delivering DWP Programme Provision](#)
75. 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.
76. 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.
77. 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](#).

### **PG 8 Referrals**

78. In England, claimants on IB/IS may volunteer to be supported by the Work Programme; these claimants are referred to Work Programme providers via Payment Group 8 (PG8)
79. PG8 is funded through our European Social Fund (ESF) allocation (2007 – 2013) which closed on 02/03/2015
80. If you receive any referrals for PG8 you should immediately contact the Advisory Team Manager (ATM) at the Jobcentre concerned. If the ATM confirms a referral was made in error they will ask you to cancel or reject the referral.

**Please note:** You **must not** cancel or reject a referral before speaking to the ATM as the decision as to whether the referral is incorrect lies with them.

### **Inappropriate Referrals**

81. Situations may arise where Jobcentre Plus make a referral which is inappropriate. This will only apply to those participants being referred from Jobcentre Plus.

An inappropriate referral may be because:

- A claimant may be ineligible for the Work Programme
- A claimant is referred as part of the wrong claimant group

82. In these cases and only these cases, there are processes to correct the error. The error should be identified by Jobcentre Plus who will instigate the appropriate action.
83. When the error is discovered by Jobcentre Plus, they will telephone you to advise you what has happened. Upon receipt of this telephone call, you should take no further action with the participant until further instruction from Jobcentre Plus.
84. You should advise the PRaP Operational Support Team (POST) and each Jobcentre with whom you work of your nominated contact person for these occurrences as soon as possible.
85. If you discover an error with the referral, you should immediately contact the Advisory Team Manager (ATM) at the Jobcentre concerned.
86. Please note - You must not cancel or reject a referral before speaking to the ATM as the decision as to whether the referral is incorrect lies with them.
87. The outlined scenarios, prompted by Jobcentre Plus, should be the only circumstances in which 'Rejections' or 'Cancellations' in PRaP should be recorded for Work Programme participant referrals.

### **A claimant is ineligible for Work Programme**

88. When it is discovered that a referral has been made for a participant who is ineligible, Jobcentre Plus will contact the participant to determine whether they wish to remain on the Work Programme or leave to be referred at the correct time. Again, this should only



occur on initial referrals from Jobcentre Plus for those participants commencing Work Programme with you.

89. If the participant wishes to stay, Jobcentre Plus will advise you of this and you may then continue to work with the participant.
90. If the participant wishes to leave, Jobcentre Plus will advise you accordingly and your subsequent actions will depend on the action you have already taken.
91. 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'.
92. 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'.
93. Where the error is discovered and notified after attachment in PRaP - Jobcentre Plus will advise the PRaP Operational Support Team (POST) who will arrange for the referral to be 'backed-out' of PRaP. POST will then email you when this action has been completed and you must then cancel the referral in PRaP within 24 hours recording a cancellation reason of 'Did Not Start'. The participant will then be referred to the WP at the correct time.

#### **A claimant is referred as part of the wrong claimant group**

94. 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'.
95. 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'.
96. Once the inappropriate referral has been rejected/ cancelled, Jobcentre Plus will refer the participant back to you using the correct claimant group.
97. Where the error is discovered and notified after attachment in PRaP - If you have already attached, there is no further action to take. The participant will remain with you and remain in the incorrect claimant group and all payments will correlate to this claimant group.
98. Please Note: Where the participant is to remain in the incorrect claimant group Jobcentre Plus will advise and notify you of which 'claimant group' the participant should have been referred under. It is important that you record this information as this will inform you of the participant's participation requirements (e.g. on a mandatory/ voluntary basis).

#### **Initial engagement activity - New Participants**

99. Once you have accepted the participant's referral from Jobcentre Plus you are required to engage with the participant by:

- discussing the Work Programme with them and

- Beginning your action planning with them
100. It is for you to determine the most appropriate means of contact with the participant and evidence of the two way discussion must be recorded.
101. To ensure timeous attachment you may choose to mandate (mandatory) participants to engage. Where you do so, you must ensure you meet regulatory commitments. You must also, in all cases take follow up action where a participant fails to comply with the stated mandatory action. (Further Information on mandating participants can be found in CPA 18 Work Programme Guidance Chapter 3a – Mandation).
102. Unless the participant made an advance claim to JSA as a prison leaver prior to release, you are expected to engage with the participant, identify any disadvantages where the disadvantaged marker is notified as set and register the attachment on PRaP within 15 working days of the referral. DWP Performance Managers will monitor volumes of participant's who do not fall within this timeframe. Therefore, consideration needs to be given to the evidence you record regarding your efforts to engage with all participants.
103. If the participant has been referred to you for Day One Support having made on advance claim to JSA prior to release, you are expected to engage with the participant and register the attachment on PRaP within 25 working days of the referral. A separate report will be generated to allow DWP performance managers to monitor volumes of these participants who do not fall within this timeframe. Therefore, consideration needs to be given to the evidence you record regarding your efforts to engage with all participants. Refer to CPA 18 Work Programme Guidance Chapter 12 – Performance Management for more information.
104. DWP expect you to have effective processes in place to meet this requirement and be able to demonstrate that you have conducted the necessary actions.
105. Please Note: It is essential that you retain robust evidence of the 2 way conversation/action planning which supports the Attachment Fee payment. This evidence will be subject to validation, audit and the evidence must be retained in line with ESF document retention requirements. See [Generic Guidance Chapter 11 European Social Fund](#).

### Engagement Activity – Transferred Group of Participants

106. You must begin initial individual engagement activity with participant transferred to you within **4 weeks** of the bulk transfer being received.
107. Once you have accepted the participant's referral from Jobcentre Plus you are required to engage with the participant by:
- discussing the Work Programme with them and
  - beginning your action planning with them



108. It is for you to determine the most appropriate means of contact with the participant and evidence of the two way discussion must be recorded.
109. To ensure timeous attachment you may choose to mandate (mandatory) participants to engage. Where you do so, you must ensure you meet regulatory commitments. You must also, in all cases take follow up action where a participant fails to comply with the stated mandatory action. (Further Information on mandating participants can be found in CPA 18 Work Programme Guidance Chapter 3a – Mandation.
110. To support your engagement activities, as well as the information sent from JCP, you will also receive a transfer report for each participant. The transfer report will have been completed by the outgoing provider and will cover the following areas:
- Participants details
  - Training Summary
  - Employment Summary
  - Sanction Activity
  - Action Planning
  - Further information
111. You should work with the outgoing provider to agree between yourselves the transfer of this information. Whichever method you choose must adhere to the Departments security procedures. For further information, please see Chapter 8 Information Security.
112. Following receipt of the transfer report you are expected to conduct a diagnostic assessment with each individual participant to identify their needs and how they will proceed on provision with you.
113. You will have outlined the process for the diagnostic Assessment within your bid for this contract, it should be noted that all Assessment must be completed within **8 weeks** of the bulk transfer taking place.
114. Your performance manager will monitor your progress to ensure they are completed on time and to the required standard.

### **Initial engagement activity for Day 1 Support for prison leavers**

115. Prisoners who wish to make their claim to JSA prior to release will be able to do so. Employment and Benefit Advisers (EBA) based within prisons will facilitate this and make the referral to Work Programme.
116. If, in the period between referral and release, you wish to share any information with the prisoner, you should send this via the EBA.
117. In some prisons it may also be possible for you to work with the EBA to arrange warm handovers.



## Day 1 Mandation for Prison leavers

118. Claimants who have already made their claim to JSA prior to leaving prison can be mandated to attend provision on the date of release.
119. **Please Note:** if you mandate the participant on the day of release, you must ensure that the location and the timing of the mandated activity is reasonable for them to achieve. Otherwise any compliance doubt may be allowed.
120. Prison leavers who do not choose to make their claim to JSA prior to their release, but go on to make a claim within 13 weeks of their release date will also be considered for mandation to the Work Programme from their date of claim.
121. Prison leavers can be mandated to undertake activities in the same way as other mandatory participants. Unless, you are informed that they were not released as expected, take follow up action where a participant fails to comply with the stated mandatory action. Further Information on mandating participants can be found in Work Programme Guidance Chapter 3a – Mandation.
122. Prison leavers claiming JSA are not considered to be actively seeking and available for work for 7 days following the date of their release. Therefore, you cannot raise a WP10 entitlement doubt for this period (Further information regarding entitlement doubts can be found in Chapter 8 of the Work Programme provider guidance)

## Participant Contact

123. The frequency and means (text, e-mail etc.) by which you contact participants will be driven by your delivery model.

## Identity Checks

124. You must ensure that in all communications with participants or their advocates you are satisfied you are engaging with the correct person.
125. To do this, you may decide to ask them to state a combination of their personal information such as:
- Full name
  - Address.
  - National Insurance Number
  - Other information; such as details that were included within the original referral from Jobcentre Plus

- Details you hold on your records

## **Action Planning – Minimum Requirements**

126. You must ensure that, as a minimum, participant's have access to all on-going mandatory requirements in a single document that is available to them at their request. This should include a clear explanation of what each activity is, when it occurs, when it must be completed by and what evidence is required to demonstrate completion of the activity. Further Information on Action Planning requirements can be found in CPA 18 Work Programme Guidance Chapter 3b – Action Planning.

## **Participant starts work between referral and attachment**

127. Claimants may report that they have found a job in between their referral interview with Jobcentre Plus and engaging with you.
128. If you are notified before the job start date you should endeavour to engage with them and complete attachment activity, up to and including the day before they actually start work.
129. Undertaking this action promptly will enable you to offer the claimant both the initial support they may require to begin work, for example travel expenses, clothing etc. and on-going in-work support to help them sustain employment.
130. In these circumstances you will be eligible for the attachment fee and any subsequent outcome / sustainment payments in line with current award criteria.
131. If you are unable to complete engagement activity before the claimant starts work you must not attach them.
132. Should the claimant become unemployed and makes a new claim to an eligible benefit for the Work Programme within 104 weeks they will be sent back to you.