

Please see the below changes that have been updated to the FND Supplier Guide.

**Section 2 – (2.11) - *Please Note:*** Where a customer is recognised as a sensitive case customer, information that would normally be managed through the PRaP system **must** be managed and maintained clerically. In these circumstances you should follow the guidance contained within this section in conjunction with the guidance contained within the Sensitive Case Customer Section ([Further information regarding the management of sensitive case customers can be found in: Section 21 – Sensitive Case Customers](#)).

### **Section 2 – (2.23 – 2.24) - Action where a customer fails to attend an initial meeting**

Where a customer fails to attend (FTA) their initial appointment you are required to continue to attempt to engage with a customer inviting them to further initial meetings ([Further information regarding inviting the customer to an initial meeting can be found in: Section 03 – The Initial Meeting, Customer Action Plan and Fortnightly Contact](#)).

Where a customer FTA, you are expected to keep evidence that every effort has been made to start a customer on the programme (such as notification letters and details of re-booking appointments) and in all cases records should be kept on information obtained and actions undertaken by you and the customer ([Further information regarding record keeping can be found in: Section 16 – Data Security, Audit and Information Retention](#)).

### **Section 2 – (2.25 – 2.30) - Notifying Jobcentre Plus when a customer does not start**

A customer is defined as '**not starting**' if they do not attend a face-to-face meeting and start to formulate an action plan within 15 working days after the initial referral.

This is unless a customer FTA but showed reasonable justification which resulted in their re-arranged meeting being booked over 15 working days after the referral. You should not record these customers as not starting unless they FTA the re-arranged meeting without reasonable justification ([Further information regarding reasonable justification can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).

***Please Note:*** A customer could FTA but show reasonable justification on more than one occasion.

If a customer does not start you should update the PRaP customer referral detailing that the customer Did Not Start (DNS) ([Further information regarding the use of PRaP can be found in: The Provider Referrals and Payments user guide](#)).

Where a customer does not start within 15 days because of failure to attend (where reasonable justification has not been shown) you are required to raise a failure to attend doubt ([Further information regarding raising doubt referrals for](#)

customers who do not start due to failing to attend their initial meeting can be found in: [Section 08 – Customer Benefit Sanctions and DMA](#)).

**Please Note:** Where a referral ‘result’ (either a Start or Did Not Start) has **not** been recorded through PRaP (within the required timescales) JCP will contact you to establish why.

**Section 3 – (3.7) - Please Note:** Where a customer is recognised as a sensitive case customer, information that would normally be managed through the PRaP system **must** be managed and maintained clerically. In these circumstances you should follow the guidance contained within this section in conjunction with the guidance contained within the Sensitive Case Customer Section ([Further information regarding the management of sensitive case customers can be found in: Section 21 – Sensitive Case Customers](#)).

### **Section 3 – (3.8 – 3.12) - Booking the initial meeting**

Once you have received a referral notification from JCP you are to arrange for a customer to attend a face-to-face meeting. How you do this is your decision and you may decide to implement a ‘warm’ handover with JCP ([Further information regarding ‘warm’ handovers can be found in: Section 02 – Customer Referrals, Starts and Allotted Time](#)).

You may invite the customer to attend through various means (e.g. via telephone, text, e-mail etc) and have the flexibility to decide how many times and by what method you attempt to do so based on your delivery model.

However you decide to inform the customer of their initial meeting you are required to register a FND start within 15 working days of being referred by JCP and must in your attempts to engage with them ensure that an appointment notification **letter** is issued in advance of at least one proposed meeting (as this will be required for any sanction activity that may be appropriate) ([Further information regarding sanction activity can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).

The appointment notification letter must state the date issued, along with the time, date, and where the appointment is to take place. The importance of the customers’ attendance should be explained along with a warning that failure to attend could result in their benefit being affected. It should also detail who/ where to contact if they cannot attend. An **example** letter, which JCP uses for contacting customers about their Interviews, can be found at [Appendix 1](#) of this section.

Where a customer does not comply, you must keep evidence to demonstrate that every effort has been made to start them on the programme (such as details of phone calls made, failure to attend and any re-booking of any appointments) ([Further information regarding customer starts and where customers do not start can be found in: Section 02 – Customer Referrals, Starts and Allotted Time](#)).

**Section 4 – (4.87) - Please Note:** Once a customer has started with you they no longer have access to JCP Advisory Discretion Fund (ADF). Funding for financial

assistance is included within the overall funding received from DWP as part of the overall contract price and is not in addition to the contract price.

**Section 5 – (5.10) - Please Note:** Where a customer is recognised as a sensitive case customer, information that would normally be managed through the Provider Referrals and Payments (PRaP) system **must** be managed and maintained clerically. In these circumstances you should follow the guidance contained within this section in conjunction with the guidance contained within the Sensitive Case Customer Section ([Further information regarding the management of sensitive case customers can be found in: Section 21 – Sensitive Case Customers](#)).

**Section 5 – (5.38) -** Where participation on FND is to continue following a period TA activity the following actions must be undertaken to ensure a seamless transition of the customers payments back from TA to JSA (**this must be within 5 days of activity ending**):

**Section 5 – (5.41 – 5.42) - Action where a customer leaves activity early and fails to make contact/ does not attend as requested**

Where a customer leaves activity early and fails to make contact/ does not attend as requested you are required to inform the customer in writing of when to attend their next interview at the JCP Office (this must be within 5 days of activity ending).

You will need to telephone JCP (in the majority of circumstances this will be the Diary Admin Support Officer (DASO) to obtain the time, date and place for the customer to attend and these details should be entered on the FND2A (Jobsearch review appointment form)/ FND2aW (Welsh version). You must then sign the form at part 3 and post it to the customer. Failure to attend the JCP Jobsearch Review may effect the customer's entitlement to JSA.

**Section 5 – (Appendix 1) - When your training ends**

It is important that you tell us straight away if your training ends earlier than this or if you leave the programme for any reason you must contact us immediately as failure to do so may effect your entitlement to benefit.

You must also ensure you contact us immediately if you are still unemployed when this training ends as arrangements need to be made for you to attend Jobcentre Plus for a Jobsearch review appointment. Failure to attend this interview may effect your entitlement to benefit.

**Section 6 – (6.28 – 6.32) - Bank Holidays and periods of closure**

Where a customer cannot complete 4 continuous weeks of full-time work related activity because provision is unavailable due to closure on Bank Holidays or at Christmas you must discuss this with your Contract Manager to agree a suitable compromise.

However where provision (that forms part of a MWRA period) is unavailable due to one-off closures (e.g. Bank Holidays) the full-time requirement should be worked around any such Bank Holiday.

Where this was not possible you are required to discuss this with your Contract Manager and detail on the FND5 (notification of completed MWRA form) why a reduction in hours occurred (e.g. there was a Bank Holiday).

Where provision (that forms part of a MWRA period) is unavailable due to a sustained period (a full week) of closure (e.g. at Christmas) the customer must undertake any remaining provision after the break (e.g. if the customer had undertaken 2 weeks full-time activity before a break they must undertake a further 2 weeks full-time activity directly after any such break to meet the requirement).

This must be agreed with your Contract Manager (prior to the event) and then detailed on the FND5 (notification of completed MWRA form) (e.g. there was a Christmas Break).

## **Section 7 – (7.65 – 7.80) - Fairbridge**

### **What it can provide**

Fairbridge is a national charity, with centres based in fifteen of the most disadvantaged areas of the UK. It works with young people aged 13-25 who other organisations find difficult to engage and enables them to develop the self-confidence and skills they need to change their lives. Over 3,700 young people engage with Fairbridge every year, and around 75% move successfully back into education, training, employment or other forms of positive engagement.

The Fairbridge Programme focuses on developing core interpersonal skills and building confidence – essential attributes for participating in the labour market. The programme falls into two main phases: the Access Course and the Follow on Programme, explained below:

### **Fairbridge Access Course**

The Fairbridge Access Course lasts for up to two weeks and is aimed at developing the soft skills, such as communication, team work, negotiation, planning etc needed for employment. The Access Course is delivered to small, mixed groups and uses a range of challenging activities as a means of rapidly building motivation and self esteem. The course is full time and open to customers aged up to 25.

### **Fairbridge Follow on Programme**

Once a young person has completed the Fairbridge Access Course, they are invited to continue to engage with Fairbridge through the Follow on programme on a part time basis. This involves young people choosing from a menu of courses and projects those that they feel would be most relevant to their needs and development areas. Follow on courses continue to develop the soft skills described above, but in addition focus on secondary skill areas, such as employment, independent living skills and literacy and numeracy.

## How to refer a customer

Where you wish to send a customer to attend either the Fairbridge Access Course, or, subsequently, the Follow on Programme, you must contact Fairbridge locally to discuss how to do so, details and costs.

There are Fairbridge Centres in the following locations:

- Cardiff
- Edinburgh
- Dundee
- Glasgow
- Tyne and Wear
- Teesside
- Merseyside
- Greater Manchester
- North Manchester
- Birmingham
- Bristol
- Southampton
- Kent (Chatham)
- London (Kennington)
- London (Hackney)

Contact details for all Fairbridge Centres can be found on the Fairbridge website [www.fairbridge.org.uk](http://www.fairbridge.org.uk).

### **Section 8 – (8.63 – 8.69) - Customer fails to attend their initial meeting**

You have a contractual target to register a FND start for customers, providing they continue to claim JSA, within 15 working days of being referred by JCP ([Further information regarding registering customer starts can be found in: Section 02 – Customer Referrals, Starts and Allotted time](#)).

You have the flexibility to decide how to engage with customers during this period, but must ensure you keep evidence to demonstrate that every effort has been made to start customers on the programme (such as details of re-booked of appointments) and in your attempts to engage with them ensure that an appointment notification letter is issued in advance of at least one proposed meeting (as this will be required for any sanction activity that may be appropriate).

Where a customer does not comply, and you have been unable to start the customer within the 15 day window you are required to update the customers Provider Referrals and Payments (PRaP) referral with a result of 'Did Not Start' and where the customer does not show [reasonable justification](#) for failing to attend also raise a doubt ([Further information regarding notifying JCP that a customer has not started can be found in: Section 02 – Customer Referrals, Starts and Allotted time](#)).

If a doubt is to be raised you should complete the FND7 form along with the **Customer failed to attend** doubt referral form (referral form 2) detailing:

- the date the appointment was notified to the customer;
- how the customer was notified;
- the date the customer failed to attend; and,
- also attaching copies of any appointment letters that have been sent to the customer.

These forms should then be forwarded to the JCP decision maker.

You are then required to notify the customer that a sanction doubt has been raised (via a [customer doubt notification letter](#)), and issue them with the [ESL48JP/ ESL48JPW \(Welsh version\)](#) notes for guidance form which details how the customer's benefit may be affected, next steps, and what to do if the customer has any questions.

Once DMA action has been taken you will be notified of the sanction doubt decision via a clerical notification

**Section 8 – (8.123)** - If a doubt is to be raised you should complete the FND7 form along with the **Customer failed or refused to apply for or to accept suitable employment** doubt referral form (referral form 6) where you must detail the following information relating to the failure/ refusal:

- the job title;
- the place of work;
- how/ when the employment offer was made;
- details of any available overtime;
- details of any bonus schemes;
- the daily pattern of hours each week
- the date the customer was notified of the employment opportunity;
- the vacancy closing date;
- the date the customer failed/ refused to apply for or take up employment
- notification 'IF' the customer had been undertaking any training in the 4 weeks prior to refusing the employment offer;
- how the offer was refused;
- what their reason was for refusing;
- what action/(s) the customer was to carry out (e.g. send CV, attend interview etc);
- details if there was industrial action taking place at the company where the customer refused/failed to apply for the employment opportunity; and,
- where possible, a copy of the vacancy with the start/finish times, rate of pay and expected duration.

**Section 10 – (10.48) - Please Note:** Where a customer informs you that they are to start work you must ensure you advise them they must also notify JCP.

**Section 10 – (10.49) - Please Note:** Where a customer is recognised as a sensitive case customer, information that would normally be managed through the PRaP system will need to be managed and maintained clerically. In these circumstances you should follow the guidance contained within this section in

conjunction with the guidance contained within the Sensitive Case Customer Section ([Further information regarding the management of sensitive case customers can be found in: Section 21 – Sensitive Case Customers](#)).

**Section 12 – (12.4) - Please Note:** Where a customer is recognised as a sensitive case customer, information that would normally be managed through the PRaP system will need to be managed and maintained clerically. In these circumstances you should follow the guidance contained within this section in conjunction with the guidance contained within the Sensitive Case Customer Section ([Further information regarding the management of sensitive case customers can be found in: Section 21 – Sensitive Case Customers](#)).

### **Section 16 – (6.8) - Criminal Records Bureau (CRB) Checks**

The Provider Security Plan (in regards to staffing) needs to be BPSS (Baseline Personnel Security Standard) compliant.

The following link: <http://www.dwp.gov.uk/docs/aquidefordwpcontractors.pdf> will take you to the HMG Baseline Personnel Security Standard guide.

For the BPSS to be compliant you are required to verify identity, employment history, nationality and immigration status as well as checking criminal records.

A full CRB check needs to be completed for all of your staff dealing with vulnerable people. Please see: <http://www.crb.gov.uk> for further information.

In Scotland a Basic Disclosure Certificate from Disclosure Scotland is required in all cases. Please see: <http://www.disclosurescotland.co.uk> for further information.

### **Section 21 – (All) – New Section**