

Quick Reference Guide

Action Plan

Each customer must have a work focused action plan which enables the recording and reviewing of all agreed steps for moving closer to sustained employment.

Actively Seeking Employment

The Jobseeker's Act and regulations provide that a customer claiming JSA must actively seek employment in each week of their claim. This means that they must take those steps each week which:

- are reasonable in their case;
- offer the best prospects of securing employment.

Allotted Time

The allotted time is the total time a person is required to spend on the provision. For Flexible New Deal it is 52 weeks.

Benefit Delivery Centre (BDC)

Benefit Delivery Centres process new claims, change of circumstances, make decisions about benefit and handle benefit enquiries.

Completer

A Completer is a customer:

- who has completed 52 weeks on provision (where an extension is agreed the allotted time is completed at the end of the extension)
- who has signed-off JSA for a period of 26 weeks, or
- whose provider has claimed a Sustained Job Outcome for.

Customer Choice

From October 2010, in areas where two prime providers operate, customers will be expected to make an informed choice as to which provider they wish to use.

Decision Making and Appeals (DMA)

The Decision Making and Appeals (DMA) process is in place to ensure that customers in receipt of benefit comply with entitlement regulations.

Directed Jobsearch (Stage 2)

The Directed jobsearch stage spans months four to six of the customer's JSA claim and consists of the following:

- Initial Stage 2 Review
- six consecutive weekly jobsearch reviews, and
- two further targeted reviews for around 20 per cent customers

Entitlement Doubts

An entitlement doubt arises when a customer is not available for work or does not appear to be actively seeking employment, or there is doubt over their capability to undertake the work they have expressed an interest in.

Extending the Support Period

The support period can be extended for up to 26 weeks but This should only be sought for customers where there is clear value in their continued engagement.

Fast Track

Some customers with a history of claiming benefit (spending 22 of the last 24 months on JSA) will be fast-tracked to the Supported Jobsearch Stage 3 from the start of their claim. These are:

- Customers with a history of claiming benefit (spending 22 of the last 24 months on JSA), and
- 18 year olds who have been continuously out of employment, education or training for six months prior to making a claim or subsequently (i.e. a combination of not in employment, education or training (NEET) and JSA)

People in vulnerable groups can also volunteer for early entry to the supported jobsearch stage, subject to capacity.

Full-time Activity

Full-time activity is 30 hours or more within the given week.

Full Time Work

Full-time paid work is defined as employment which is for more than 16 hours per week.

Jobcentre Plus

JCP is an executive agency of the Department For Work & Pensions supporting people of working age from welfare to work, and helping employers to fill their vacancies.

Jobseekers Agreement (JSAg)

A Jobseekers Agreement is an agreement between the customer and Jobcentre Plus specific to individual customers and their circumstances. It contains details of the customer's job goals, the hours and days they are available for work, and the activities they intend to undertake to look for work.

Jobseekers Allowance (JSA)

JSA is an allowance payable to customers who are:

- available for employment
- not engaged in work over 16 hours per week
- capable of full time work
- not in full time education (more than 16 hours per week)
- under pensionable age
- doing everything they can to improve their chances of finding work
- in Great Britain, and
- have entered into a Jobseeker's Agreement which remains in force

Leaver

A leaver is defined as a person who leaves a period with a provider before completing their allotted time on the provision. A customer may temporarily leave (a 'leaver') FND due to:

- finding work
- no longer being engaged with a provider
- no longer being eligible, or
- transferring to another provider/ provision.

Mandatory Work Related Activity (MWRA)

Customers are required to participate in four weeks continuous full time work related activity (30 hours or more within that given week) within the first 52 weeks participation on FND. This applies if the customer has not had at least four weeks continuous full time paid work since starting on FND.

New Jobseeker Interview (NJI)

The New Jobseeker Interview is carried out each time a customer makes a new claim to JSA and will be carried out by a Jobcentre Plus adviser The aim of the New Jobseeker Interview (NJI) includes:

- ensuring customers understand their responsibilities and what they must do to remain entitled to, and in receipt of JSA
- discussing with customers their situation and employment expectations
- advising the customer that every time they attend the office, they will be asked to show what they have been doing to find work and that failure to do so will affect payment of JSA
- explaining the stages of Jobseekers Regime and Flexible New Deal.

Non-Starter

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

Offenders

The Jobcentre Plus definition of an offender is someone who:

- has been released from prison, or
- is serving or has served a sentence in the community under supervision, and

- is significantly disadvantaged in the labour market as a result of convictions for an offence the nature of which is likely to have a negative effect on their long term job chances.

Part Time Work

Part-time work is defined as work of less than an average of 16 hours per week for a customer, or less than 24 hours per week for their partner.

PRaP (Provider Referrals and Payments)

PRaP is a new IT system which automates the clerical referrals/ payments process for providers.

Referral

At the end of the supported jobsearch stage, JCP will make a referral to you via the Provider Referrals and Payments (PRaP) system or the completion of the appropriate form for clerical/sensitive cases.

Re-Referral

A Re- referral is second start on provision with the same provider after a gap during the [allotted time](#). Re-referrals to the same provider after a gap are recorded on systems but may not count towards performance data.

Sanctions

A sanction is a measure that reduces or extinguishes benefit even when there is an underlying entitlement. Sanctions can be either:

Fixed sanctions, which are set at:

- 2-weeks for the first act or omission
- 4-weeks for a second occurrence within 12 months of the first sanction being applied
- 26-weeks for a third act within 12 months of a second sanction being applied, and
- 26-weeks for subsequent acts or omissions which occur within 12 months of the previous sanction, or

Variable sanctions (up to 26 weeks).

Self Managed Jobsearch (Stage 1)

The self managed jobsearch stage will form the first three months of the customer's claim to JSA and consists of the following four intervention types:

- New Jobseekers Interview (NJI)
- Optional Early Entry Review
- Mandatory Back To Work Session (BtWS)
- Fortnightly Jobsearch Reviews (FJR).

Short Job Outcome

Is a job that:

- involves a minimum of 16 hours per week
- involves continuous employment lasting 13 weeks with no breaks in employment, and
- started prior to or within six weeks of leaving provision or completing their 52 week (or 26 week extension) allotted time.

Start

A customer is defined as 'Starting' on FND provision once they attend an initial face-to-face meeting and has begun to formulate an action plan with their provider. This is also when a Provider must register the start via PRaP.

Supported Jobsearch (Stage 3)

The supported jobsearch stage spans months seven to twelve of the customer's JSA claim (or months one to six for those fast tracked) and consists of the following:

- Initial Stage 3 Review
- additional adviser interviews
- 1-3 mandatory activities
- six consecutive weekly jobsearch reviews

Sustained Job Outcome

Is a job that:-

- involves a minimum of 16 hours per week
- involves employment that lasts for at least 26 weeks out of 30 (breaks in employment must total no more than four weeks), and
- started prior to or within six weeks (the tracking period) of a customer leaving FND or completing their 52 week (or 26 week extension) allotted time.

Transfers from other FND Providers

If a customer changes address and moves from one JCP District to another, this is known as a Transfer.