

Section 10 – Notifications and Changes in Circumstance

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Introduction

10.3. This section outlines the many changes in customer circumstances and customer information which Jobcentre Plus (JCP) will notify you about. It details the information you can expect to receive, how you can expect to receive it and also outlines your responsibilities regarding information you should ensure JCP are made aware of.

Notifications from Jobcentre Plus

10.4. JCP will notify you of a variety of changes in customer circumstances and customer information, such as where:

- there has been a [change in the customers’ personal details](#) (name, address etc);
- there has been a [change in the customers availability](#);
- there is a change to a [customer’s signing day or pattern](#);
- an [incident](#) has occurred/ been alerted to JCP involving a customer;
- the customers’ FND participation has been ended due to:
 - [moving away from the FND area](#);
 - [starting work of 16 hours per week or more](#); or,

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- [ceases to be entitled to JSA](#).
- the customer has informed JCP of a period of [sickness](#) or [planned holiday](#);
- the customer has started [part-time or voluntary work](#); or,
- the customer [dies](#).

The FND Notification to Provider form (FND3)

- 10.5. You will be notified of these changes in circumstances (CoC) and customer information on the FND3 (FND Notification **to** Provider form). You will also be notified of sanction doubt decisions, however this *will not* be on the FND3 form, you will receive these notifications via a letter notification.

Changes in a customer's details

- 10.6. If JCP become aware of any changes in customer information, for example name, address (within your contracted area), status (disability, parental etc), telephone number, availability etc, JCP will notify you on the FND3 form. These changes will be detailed at Part 3 of the form.

Changes in a customers availability

- 10.7. If JCP become aware of any changes in a customer's availability, for example increased caring responsibilities they will notify you on the FND3 form. These changes will be detailed at Part 3 of the form.

Changes to a customers signing day or pattern

- 10.8. If the customer's signing day or pattern changes, JCP will notify you on the FND3 form. These changes will be detailed at Part 3 of the form.

Customer incidents within Jobcentre Plus

- 10.9. You will be notified with the customer referral if the customer has had a previous incident with JCP. ([Further information regarding the customer referral can be found in: Section 02 – Customer Referrals, Starts and Allotted time](#)).
- 10.10. An incident is where a customer:
- has committed an actual physical assault on a member of staff, regardless of injury;
 - has committed an actual physical assault on a member of staff's family, if it can be demonstrated that it is directly connected to the member of staff's work in the Department;
 - has attempted to commit a physical assault;
 - stalked a member of staff (which is defined as "the wilful, malicious and repeated following and harassing of another person");
 - suffers from a severe mental illness and a qualified medical practitioner or social worker informs that they are likely to pose a danger to staff ;
 - has made a threat of violence either face to face, over the phone or in writing; or,
 - has displayed threatening or aggressive behaviour.

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- 10.11. When the customer is referred you will only be notified that an incident has occurred, **not** what the incident was. If you require further information you should contact the JCP Advisory Services Manager (ASM) and request further information.
- 10.12. Should an incident occur with JCP while the customer is participating with you, JCP will again notify you that an incident has occurred on the FND3 form.

Customer participation ended due to moving away

- 10.13. If a customer changes address and moves from one JCP district to another, this is known as a Transfer.
- 10.14. This will either be within your contract area, to another FND area or to a New Deal / Employment Zone / Private Sector Led area.
- 10.15. If a customer is **transferring out** of your contracted area JCP will request details about the customer and you will need to provide:
- An up to date copy of the customers action plan; and,
 - any other relevant information.
- 10.16. JCP will request this information and notify you that the customer has moved outside your contracted area on the FND3 form. Information requested by JCP should be supplied to them within 5 working days of the request.
- 10.17. Once notified that the customer is to move away you will then be required to update the Provider Referrals and Payments (PRaP) system selecting a 'leaver' reason of 'Transferred' ([Further information regarding the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 10.18. Once you have updated PRaP the tracking period for claiming job outcomes will commence ([Further information regarding outcome payments can be found in: Section 12 – Financial Procedures](#)).

Customer participation ended due to starting full-time work

- 10.19. If the customer notifies JCP that they have started full-time work, JCP will notify you on the FND3 form. If the customer is starting work, there are a number of tools to support their movement into and to sustain work. ([further information regarding labour market advice and support, e.g. Tax Credits can be found in: Section 04 – Provision, Childcare and Additional Support](#)).
- 10.20. You will then be required to update the PRaP system as soon as possible selecting a 'leaver' reason of 'Found Work' ([Further information regarding the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))

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Customer participation ended due to no longer being entitled to JSA

- 10.21. In order for a customer to be eligible for FND, they must remain entitled to Jobseekers Allowance (JSA).
- 10.22. The main entitlement criteria are that a customer:
- is available for employment;
 - has entered into a Jobseeker's Agreement with JCP that remains in force;
 - is actively seeking employment;
 - is capable of work;
 - is not receiving relevant education (over 16 hours);
 - is under pensionable age; and,
 - is in Great Britain (GB).
- 10.23. Entitlement is determined when a customer makes a claim to JSA or reports a change of circumstance and may be affected by any changes to their household. [\(Further information regarding Benefit Regulations can be found in: Section 19 – Benefit Regulations\)](#).
- 10.24. Should a customer's circumstances change this may affect their entitlement to JCP benefits. If a customer's entitlement ceases JCP will notify you of this on the FND3 form, with further detail as to why (e.g. where the customer has gone on holiday outside Great Britain, has claimed another benefit, is in full-time education) supplied at Part 3.
- 10.25. You will then be required to update the PRaP system selecting a 'leaver' reason of 'No Longer Eligible' [\(Further information regarding the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP\)](#)
- 10.26. Once you have updated PRaP the tracking period for claiming job outcomes will commence [\(Further information regarding outcome payments can be found in: Section 12 – Financial Procedures\)](#).

Customer has a period of sickness

- 10.27. If JCP become aware that the customer is sick they will notify you on the FND3 form.

Customer has a planned holiday (within 'Great Britain')

- 10.28. The rules are the same as JCP conditionality-which allows 2 weeks holiday in the U.K. in a 52 week period where the customer does not intend to look for work. They must be available for work (willing to return immediately for an interview or to start work) for the period they are away from home in order to continue to receive JSA.
- 10.29. If the customer informs JCP they have a planned period of holiday (within 'Great Britain') JCP will notify you on the FND3 form. The detail of this being supplied at Part 3 of the form.

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- 10.30. **Please Note:** For holiday purposes the term 'Great Britain' includes: England, Scotland, Wales, Northern Ireland, Shetland, Hebrides, Orkney, Lundy, Isles of Scilly, Isle of Wight, Isle of Man and the territorial waters adjacent to Great Britain, 'Great Britain' does not include The Channel Islands for holiday purposes.
- 10.31. Where a provider finds out about a holiday before JCP are informed, the provider must inform the customer that they need to advise JCP immediately (this will be a locally determined point of contact, which in the majority of cases will be the appropriate Benefit Delivery Centre) – the JCP guidance section 12 also covers changes in circumstance.
- 10.32. Should a customer have a period of holiday which is outside 'Great Britain' they will no longer be entitled to JSA and JCP will notify you of this on the FND3, with further detail that the customer has gone on holiday outside Great Britain supplied at Part 3.
- 10.33. You will then be required to update the PRaP system selecting a 'leaver' reason of 'No Longer Eligible' ([Further information regarding the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))

Customer starts part-time or voluntary work

- 10.34. If JCP become aware that the customer has started part-time or voluntary work they will notify you on the FND3 form. The detail of this being supplied at Part 3 of the form.

Customer death

- 10.35. If JCP become aware that the customer has died they will contact you immediately by telephone and will also notify you in writing on the FND3 form.

Notification of sanction doubt decisions

- 10.36. If a customer has a benefit sanction imposed you will be notified of the decision via a clerical notification.
- 10.37. This notification will detail:
- the customers name;
 - the last three characters of the customers National Insurance Number (NINo);
 - an AR Code – referencing the doubt the notification is related to (a breakdown of which AR Codes relate to which doubts can be found at [Appendix 1](#));
 - the decision outcome; and,
 - the period of the sanction.
- 10.38. If you have raised a sanction doubt with JCP but a decision is made not to enforce a benefit sanction you will also receive a clerical notification ([Further information regarding benefit sanctions can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).

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Notifications to Jobcentre Plus

10.39. It remains the customer's responsibility to notify JCP of any change of circumstance, however there are certain changes in circumstances and life events that you are required to inform JCP of (should you become aware).

The FND Notification from Provider form (FND4)

10.40. You are required to notify JCP of these [changes in circumstances](#) on the FND4 (FND Notification *from* Provider form).

10.41. You are also required to notify JCP should a [customer leave provision](#) or where an [accident](#) or [incident](#) occurs involving a customer.

Notifying JCP of a change of customer circumstances

10.42. While it remains the customer's responsibility to notify JCP of CoC there are certain CoC and life events that you are required to inform JCP of (should you become aware).

10.43. Such as where you become aware that a customer:

- starts:
 - *part-time work* (part-time work is defined as work of less than an average of 16 hours per week for a customer and 24 hours per week for their partner. Part-time work may affect entitlement or the amount of JSA awarded to the customer and/or their partner who may also be a customer in their own right).or,
 - *voluntary work*.
- is/ was sick (if for any reason the customer informs you that they were sick you should notify JCP as any continued/repeated periods of sickness may result in a question in the customer's entitlement to JSA).

10.44. You should report these CoC to JCP by completing the FND4 form this should then be sent to the Benefit Processor in the appropriate Benefit Delivery Centre (BDC).

10.45. Although it is the customers' responsibility to report all CoC to JCP, if the customer notifies you of a CoC that **is not** one of the bulleted (above at para 10.41), to assist, you should advise and allow them where possible to phone JCP immediately (this will be a locally determined point of contact, which in the majority of circumstances will be the appropriate Benefit Delivery Centre (BDC)).

10.46. **Please Note:** If a customer states their availability has changed (e.g. where a customer states they cannot undertake activities you are proposing due to caring responsibilities which you have not been notified of by JCP) this may effect the customers eligibility and you should alert JCP by completing the FND7 (Doubt referral form) along with the doubt referral form 1 (Customer may not be available for work or actively seeking work form) so eligibility can be investigated further ([Further information regarding entitlement can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).

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Notifying JCP that a customer is re-engaged after a sanction is enforced

10.47. Once you are satisfied that a customer is fully re-engaged you should complete the FND8 (Customer re-engaged form) ([further information regarding customer re-engagement after a sanction has been enforced can be found in: Section 09 – Sanctioned Customer Re-engagement](#)).

Notifying JCP that a customer has left provision

10.48. A customer is deemed to have left FND provision for a number of reasons which may include where the customer:

- starts work of more than 16 hours a week (If the customer is starting work, there are a number of tools to support their movement into and to sustain work. ([further information regarding labour market advice and support, e.g. Tax Credits can be found in: Section 04 – Provision, Childcare and Additional Support](#)));
- no longer wishes to, or is entitled to, claim JSA;
- has been excluded ([further information regarding excluding customers can be found in: Section 04 – Provision, Childcare and Additional Support](#));
- changes address to one which is outside your contract area; or,
- dies.

10.49. If you become aware that a customer has left FND support you should update the PRaP system with the appropriate 'leaver' reason as to why E.g. 'Found Work', 'No Longer Engaged', 'No Longer Eligible', or 'Transferred' respectively ([Further information regarding the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))

10.50. **Please Note:** Where a customer informs you that they are to start work you must ensure you advise them they must also notify JCP.

10.51. **Please Note:** Where a customer is recognised as a Special Customer Record 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 Special Customer Record Customer Section ([Further information regarding the management of Special Customer Record customers can be found in: Section 21 – Special Customer Record Customers](#)).

Notifying JCP that an accident/ incident has occurred involving a customer

Accidents

10.52. If an accident occurs involving a customer you are required to notify JCP immediately. You are required to complete the FND4 briefly detailing the accident at Part 3 and send it to the JCP ASM.

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10.53. As soon as JCP is notified of an accident or disease suffered by a customer JCP will arrange for the following forms to be sent to you for completion:

- [Programme Accident Report Form 1 \(PARF1\)](#) which provides data about the accident/disease and a report of the your investigations; and
- [Programme Accident Report Form 2 \(PARF2\)](#) which is for completion by the customer.

10.54. The JCP accident report forms should be completed and returned to JCP within five working days of the accident occurring.

10.55. Processes should be in place between JCP and yourselves as restricted / sensitive information should only be notified to a designated person, i.e. in JCP this could be the TPPM.

10.56. The forms have two main functions, these are:

- to notify JCP of the accident/disease;
- agree remedial action to form the basis of any claim by the customer to the Analogous Industrial Injuries Scheme ([Further information regarding the Analogous Industrial Injuries Scheme can be found in: Section 14 – Management Responsibilities](#)).

10.57. It is important that the forms are completed and returned to JCP promptly. Please note that any delay in receiving the PARF2 form from the customer should not delay the return of the PARF1 form.

10.58. In these circumstances, the PARF2 form should be forwarded at a later date once it has been completed and returned to you by the customer.

Incidents

10.59. You are required to notify JCP if an incident occurs involving a customer while they are working with you. An incident is where a customer:

- has committed an actual physical assault on a member of staff, regardless of injury;
- has committed an actual physical assault on a member of staff's family, if it can be demonstrated that it is directly connected to the member of staff's work in the Department;
- has attempted to commit a physical assault;
- stalked a member of staff (which is defined as "the wilful, malicious and repeated following and harassing of another person");
- suffers from a severe mental illness and a qualified medical practitioner or social worker informs you that they are likely to pose a danger to staff ;
- has made a threat of violence either face to face, over the phone or in writing; or,
- has displayed threatening or aggressive behaviour.

10.60. You should complete the FND4 form, and a [DWP incident/ Assault form \(IF1\)](#) detailing the incident to support the decision. The paperwork should then be forwarded to the JCP ASM immediately.

10.61. If an incident is recorded against a customer you may decide to consider:

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- holding interviews in public areas;
- having a colleague present at interviews; and,
- informing senior staff/ managers of interview details.

10.62. Should a customer's behaviour become consistently unacceptable and other methods of engaging or issuing verbal or written warnings prove ineffectual you may wish to request an exclusion for the customer ([further information regarding excluding customers can be found in: Section 04 – Provision, Childcare and Additional Support](#));

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Appendix 1 – AR Codes

Supplier Raised Doubts

AR Code	Question/Doubt
JSA/710FND or JSA/710FNDO	Refused Employment
JSA/690FND or JSA/690FNDO	Neglected to Avail themselves of suitable employment
JSA/717FND or JSA/717FNDO	Failed to Attend FND
JSA/713FND or JSA/713FNDO	Given up a place on FND
JSA/715FND or JSA/715FNDO	Refused a place, or failed to accept a place on FND
JSA/716FND or JSA/716FNDO	Neglected to Avail themselves of a place on FND
JSA/714FND or JSA/714FNDO	Lost a place on FND through Misconduct

Jobcentre Plus Raised Doubts

AR Code	Question/Doubt
JSA/550 or JSA/550O	Availability (Available and/or treated as available)
JSA/550A or JSA/550A	Availability - Time Limits
JSA/550B or JSA/550BO	Not Available - restricted availability hours
JSA/550C or JSA/550CO	Not Available - restricted availability nature
JSA/550S or JSA/550SO	Availability - Study 16hrs or less
JSA/553 or JSA/553O	Not regarded as Available - prisoner/MA
JSA/553S or JSA/553SO	Availability - Full Time Student
JSA/552 or JSA/552O	Actively Seeking Employment