

Section 11 – Customers Completing FND and Extending the Support Period

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Introduction

11.2. The following section details the process you should undertake when a customer completes FND, and how you are to return customers to Jobcentre Plus (JCP) support should they complete the 52 weeks of Flexible New Deal (FND) and remain unemployed.

11.3. This section also details how you can, if you wish, arrange to extend the support period if you feel a customer will benefit (e.g. there is a good prospect of them finding work) from participating in a further period of up to 26 weeks of continued support.

11.4. **Please Note:** Where a customer is recognised as a Special Customer Record customer, information that would normally be managed through the Provider Referrals and Payments (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](#)).

Customers completing FND overview

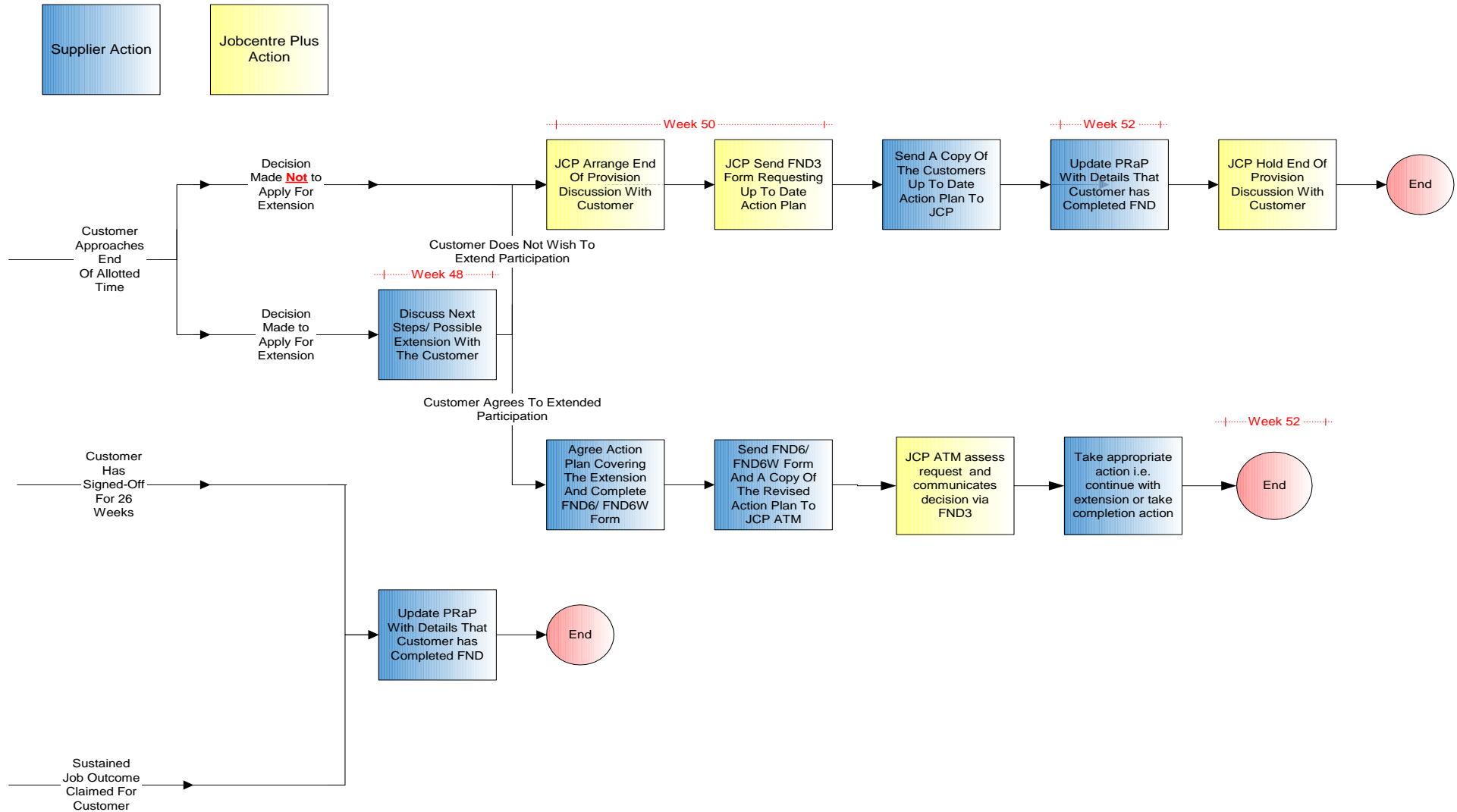
11.5. Customers are required to actively participate with you for 52 weeks. This 52 week period is known as a customers FND 'Allotted Time' ([Further information regarding allotted time can be found in: Section 02 – Customer Referrals, Starts and Allotted time](#)).

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- 11.6. A customer completes FND and their allotted time once:
- they have completed 52 weeks on provision (where an extension is agreed the allotted time is completed at the end of the extension);
 - they have signed-off Jobseeker's Allowance (JSA) for a period of 26 weeks; or
 - you have claimed a Sustained Job Outcome for the customer ([Further information regarding claiming sustained job outcomes can be found in: Section 12 – Financial Procedures](#)).
- 11.7. You are required to update the customer referral through the PRaP selecting 'completed' once one of these events has occurred ([Further information regarding the use of PRaP can be found in Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 11.8. Where you are continuing to work with a customer and they approach the end of their participation in FND (allotted time) you are required to decide (at around week 46) whether you are to agree with the customer to volunteer to work with you for an additional six months and [extend the support period](#).
- 11.9. **Please Note:** Extensions should not form part of your normal day-to-day delivery model. Extensions should only be sought for customers where there is clear value in their continued engagement (e.g. there is a good prospect of them finding work through your continued support) which you can demonstrate through a revised action plan.
- 11.10. If an extension is not sought, (at around week 50) JCP will notify you that the customer is due to return to JCP for continued support.
- 11.11. JCP will send an invitation to the customer detailing an end of provision review (to be held with JCP) and will also send you a request to provide them (JCP) with an up to date copy of the customer's action plan before the appointment takes place. This will be used to inform the discussion and help JCP agree appropriate next steps.
- 11.12. The customer will then return to JCP for further activity and support relevant to their position in the labour market.

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Customers completing FND and extending the support period flow diagram



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The end of provision review

- 11.13. This review will take place between the customer and a JCP Adviser and will welcome the customer back to JCP support, reaffirm their roles and responsibilities and allow JCP to discuss with the customer their current position in the labour market including current barriers and ongoing needs and agree their appropriate next steps.
- 11.14. It is therefore vital that JCP receive the customer action plan which you have agreed and followed.

Sending a copy of the customers action plan to JCP

- 11.15. At around week 50 of the customers FND support period JCP will send you a FND3 (FND Notification to Provider form) which will detail (at Part 2) that an up to date copy of the customer's action plan is required.
- 11.16. Once you receive the FND3 you are required to send a copy of the customers Action Plan to the JCP Adviser Team Manager (ATM)/Nominated Officer.

Ending the support period

- 11.17. Once the FND period ends you should update PRaP with details that the customer has completed their FND support period ([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](#)). It is important this activity is completed as soon as you have decided not to extend the support period. JCP will be unable to take their 'end of provision review' action until they receive the end date via PRaP.

Extending the support period overview

- 11.18. The objective of the extension period is to allow customers who are close to finding work further time and support to do so.
- 11.19. Extensions should only be sought for customers where there is clear value in their continued engagement (e.g. there is a good prospect of them finding work through your continued support) which you can demonstrate through a revised action plan.
- 11.20. You are not obliged to offer an extension and may decide you do not wish to provide extra support to any of your customers. Customers are also free to refuse the extension if offered.
- 11.21. Once you have agreed the extension with the customer, participation will be mandatory and the customer will be subject to the same requirements and conditions (following their action plans etc) as in the previous 52 week FND period.

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- 11.22. No additional service fee is payable and only one short and one sustained job outcome payment per customer is payable over the whole period of up to 78 weeks.
- 11.23. As with the previous 52 week FND period, the 26 week extension period will include all periods where a customer is claiming, Training Allowance or JSA (including where the customer is claiming JSA to receive national insurance credits only).
- 11.24. If a customer leaves the extended FND period and returns to claim JSA within 26 weeks of leaving (unless a sustained job outcome has been claimed) they will be re-referred by JCP to complete the remaining balance of their 26 week extension period.
- 11.25. If however you conclude there is little value in continuing to provide support for the full 26 week period, the extension period may be terminated early with the customer's mutual agreement.
- 11.26. Where you wish to cancel an extension before 26 weeks, but the customer does not, you are required to provide your reasons. Cancelling the support period early should only occur where you can demonstrate that you have delivered all the activities set out in the revised action plan covering the extension period and there is little or no prospect of helping the customer find work.
- 11.27. Once the customer has started the support period the customer cannot cancel the extension without your agreement.
- 11.28. At the end of the 26 week extension, or where the extension is cancelled early, the customer will return to JCP for further support.
- 11.29. If you feel that an extension period is appropriate it is your responsibility to initiate an extension period request.

Initiating the extension period and agreeing the extension with the customer

- 11.30. At around week 46 of the customers 52 week FND period, you are required to gain agreement from the customer that they wish to undertake and participate in any period of further activity.
- 11.31. You must ensure that customers who agree to further support have a clear understanding that they are bound by the same responsibilities that they were in the original 52 week period, and are aware that they must continue to comply with their action plan as failure to do so could result in loss of benefit.
- 11.32. You should set out what activity the customer is to undertake within the extension period. These steps and actions should be recorded within a revised customer action plan.
- 11.33. You must then complete Parts 1, 2, and Part 3 of the FND6 (Notification of an extended support period form)/ FND6W (Welsh version) and arrange for the

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customer to sign the declaration at Part 4. This form requires sending to JCP ATM/Nominated Officer with a copy of the revised action plan covering the extension period.

- 11.34. On receipt of the FND6 the JCP ATM/Nominated Officer will assess the request and inform you via the FND3 (appropriate information contained in the comments box) that the extension has been agreed or not.

Note: if the JCP ATM/Nominated Officer does not agree to the extension you will need to take action to end the support period.

- 11.35. If you decide to extend the support period **you must not** update the original FND referral through PRaP. This should remain 'open' for the remainder of the extended support period.

Ending the extended support period early

- 11.36. If throughout the extension you decide that there is little value in continuing to provide support for the full 26 week period, you may terminate the extension early provided you have the customer's mutual agreement.
- 11.37. You are required to complete Parts 1, 2, and 3 of the FND6/ FND6W (Welsh Version) form and gain the customers consent/ commitment to end the extension early through their checking of the appropriate box and signing of the declaration at Part 4.
- 11.38. Once JCP have received the FND6/ FND6W (Welsh version) they will arrange and invite the customer to an end of provision review and will request an up to date copy of the customer's action plan.
- 11.39. You are then required to update the PRaP referral selecting that the customer has completed ([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](#))

Customers who exhaust their 26 week extended support period

- 11.40. If you continue to work with the customer but are unsuccessful in placing them in sustained employment, at around week 24 of the extended FND support period JCP will arrange an end of provision review.
- 11.41. JCP will send notification to the customer detailing the appointment with a JCP adviser, and will also send you a FND3 form which will detail (at Part 2) that an up to date copy of the customer's action plan is required.

Sending a copy of the customers action plan to JCP

- 11.42. Once you receive the FND3 you are required to send a copy of the customers Action Plan to the ATM.

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The end of provision review

- 11.43. Whether a customer's extended support period is finished early or their 26 week period is exhausted, JCP will arrange an end of provision review.
- 11.44. This review will welcome the customer back to JCP support, reaffirm their roles and responsibilities and allow JCP to discuss with the customer their current position in the labour market including current barriers and ongoing needs and agree their appropriate next steps. It is therefore vital that JCP receive the action plan which you have agreed and followed.
- 11.45. Once the extended FND period ends you should update PRaP with details that the customer has completed their extended FND support period ([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](#))

Transferring customers who had previously been undertaking an extended support period

- 11.46. For customers who transfer into your area, who had previously been undertaking an FND extended period of attendance, JCP (where a customer expresses a desire for continued FND support) will contact you to discuss the possibility of arranging a continuation of the extension.
- 11.47. Where you agree to the extension JCP will refer the customer, and you are required to action this referral in the same way you would any other referral and engage with the customer as soon as possible ([Further information regarding actioning re-referrals can be found in: Section 02 – Customer Referrals, Starts and Allotted time](#)).
- 11.48. You are also required to update the PRaP referral with details that the customer has started ([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](#))
- 11.49. When you meet the customer you must set out and record on an action plan what activity the customer is to undertake within the extension period. This should include what was agreed as appropriate steps for the customer with JCP.
- 11.50. You should then work with the customer as you would with any other customer who has had their participation extended (guidance above) which includes actions where the below are necessary:
- [Ending the extended support period early](#);
 - [Customers who exhaust their 26 week extended support period](#);
 - [Sending a copy of the customers action plan to JCP](#); and,
 - [The end of provision review](#).