

Section 02 – Customer Referrals, Starts and Allotted Time

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Introduction

2.2. The customer referrals and starts section details the processes you should undertake to ensure that customers move quickly and proficiently between the Supported jobsearch stage of the Jobcentre Plus (JCP) managed enhanced Jobseekers regime and the Flexible New Deal (FND) managed by yourselves.

2.3. This section also details what actions you will need to undertake when customers are 're-referred' by JCP to complete any remaining balance of allotted time.

The referral and start process overview

2.4. At the end of the Supported jobsearch stage, customers will attend a pre-provision interview with JCP where they are told that they will be contacted by an external supplier. JCP will then make a referral to you and send you details from the customer's JCP action plan via the Provider Referrals and Payments (PRaP) system ([Further information regarding referrals and the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#)).

2.5. **Please Note:** You may, where your delivery model supports it, request the implementation of a 'warm' handover process. This will involve contact between JCP, yourselves and the customer at the pre-provision interview giving you the

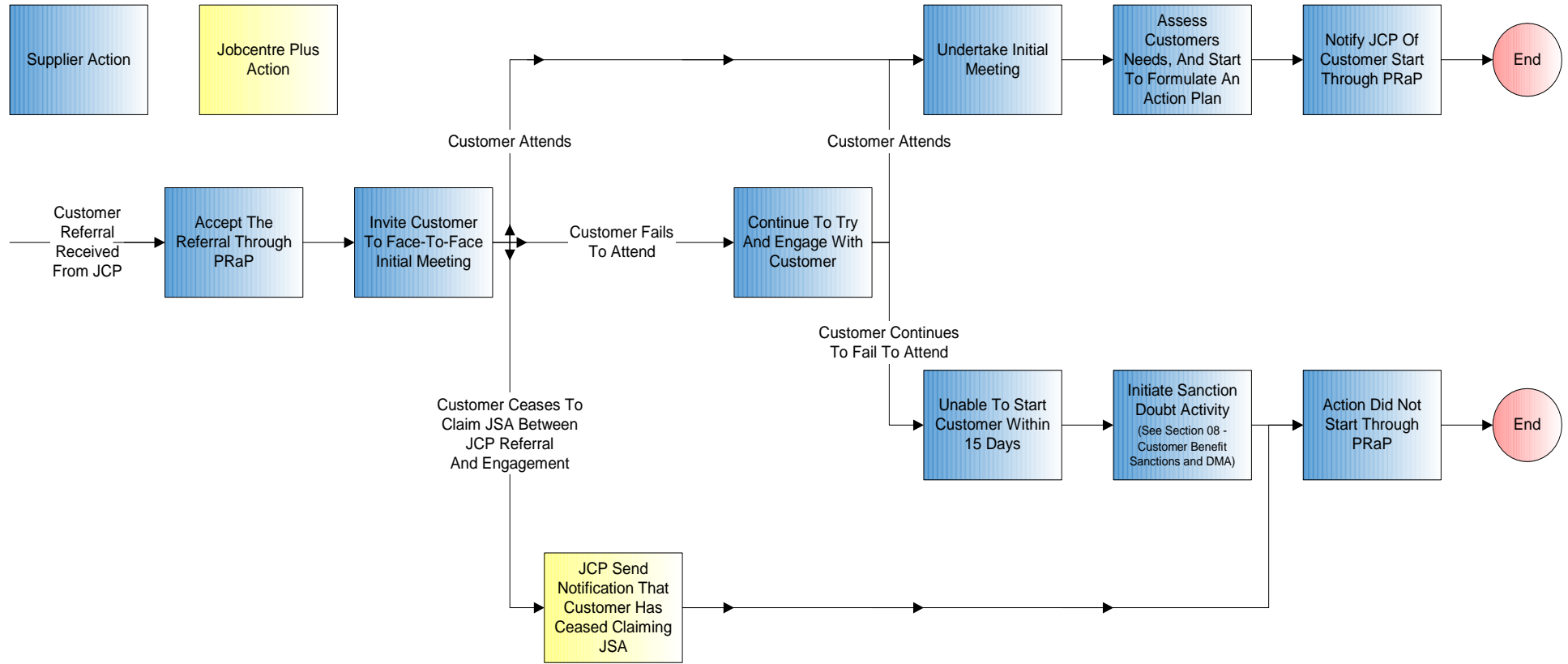
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opportunity to inform customers of their initial meeting. This arrangement should be developed between yourselves and JCP at a local level.

- 2.6. Following the initial referral, you are required to arrange and undertake a face-to-face meeting with each customer, assess their needs, and begin to formulate a work focused action plan. You are then required to notify JCP of the customer start date within 15 working days of the referral.
- 2.7. You must also ensure that Jobseeker's Allowance (JSA) customers have a clear understanding of their responsibilities whilst participating on FND, and understand that failure to attend/ comply/ participate could result in loss of benefit.
- 2.8. If, when you are speaking to the customer to arrange an initial face to face meeting, or, during the meeting, the customer indicates that they will shortly be starting work, and you are able to confirm this (the customer may have a letter from or contact details for their prospective employer) you should refer them back to JCP. If you have accepted the referral on PRaP you should cancel the referral as a "Did Not Start". If you have not yet accepted the referral, you should reject it as a "Not Eligible". You should then notify JCP of the actions you have taken and your reasons for doing so.
- 2.9. Customers are then required to participate on FND for a period of 52 weeks (this period can be extended for up to a further 26 weeks) ([Further information regarding extending the support period can be found in: Section 11 – Customers Completing FND and Extending the Support Period](#)).
- 2.10. If a customer leaves FND and returns to claim JSA within 26 weeks of leaving (unless a sustained job outcome has been claimed) they will be re-referred to you to complete their remaining 52 week allotted time (or their remaining 26 week allotted time if undertaking an extended support period).
- 2.11. JCP will re-refer these customers to you and you should work to re-engage the customer as soon as possible.
- 2.12. **Please Note:** Where a customer is recognised as a special customer record 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 Special Customer Record Section ([Further information regarding the management of special customer record customers can be found in: Section 21 – Special Customers Records](#)).

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Referral and start flow diagram



The initial customer referral from Jobcentre Plus

- 2.13. JCP will make the customer referral via the PRaP system. Once you have received the customer referral you are required to 'accept' the referral through the PRaP system ([Further information regarding accepting referrals and the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 2.14. In addition to the referral you will also receive customer information from the customer's JCP action plan. Held within the referral you will receive the following customer information:
- full name (including title);
 - National Insurance Number;
 - address;
 - a contact telephone number and alternate contact number (if available);
 - the date of referral;
 - if the referral is for a mandatory or non mandatory customer;
 - remaining [allotted time](#);
 - if the customer has fulfilled their Mandatory Work Related Activity (MWRA) period requirement ([Further information regarding the MWRA period can be found in: Section 06 – The Mandatory Work Related Activity period](#));
 - notification if a customer has informed JCP that they have a disability (**Please note:** You will be notified that the customer is a Person With Disability (PWD) but you will not be notified what the disability is. PWD customers may require special arrangements when you meet with them ([Further information regarding Additional Support can be found in: Section 4 – Provision, Childcare and Additional Support](#));
 - notification if a customer has informed JCP of childcare requirements;
 - the customer's signing arrangements and pattern of attendance;
 - notification if a customer has had an incident recorded while working with JCP (further information on incidents can be requested by contacting JCP) ([Further information regarding requesting incident information can be found in: Section 10 – Notifications and Changes in Circumstance](#));
 - If the customer is a Welsh language speaker;
 - details of the customer's JCP personal adviser including the customer's JCP office code;
 - notification if a customer has entered the Supported jobsearch stage of JRFND due to being fast-tracked (customers with a history of claiming benefit (22 of the last 24 months on JSA), or, 18 year olds who have been continuously out of employment, education or training for six months prior to making a claim to benefit or subsequently (If on receiving this information you wish to clarify the reason for the customer being fast tracked, you should contact their JCP office));
 - notification if a customer has entered the Supported jobsearch stage of JRFND early.
- 2.15. **Please Note:** You will not receive information stating 'why' the customer has entered FND early only that they have. This will be because they fall into one of the following groups:

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- customers who have completed a custodial sentence;
- refugees and other customers granted leave to stay in the country;
- homeless customers (including rough sleepers);
- customers affected by drug addiction (including alcoholism);
- customers who have been in residential care;
- ex-HM Armed Forces customers;
- customers with language, literacy or numeracy problems;
- customers who are lone parents, carers, disabled people and people with health conditions who are claiming JSA instead of other benefits (including those customers with mild to moderate mental health issues);
- customers who have failed, Employment Support Allowance Work Capability Assessments or Incapacity Benefit Personal Capability Assessments;
- customers at adviser discretion (in exceptional circumstances);
- customers who are partners of a person currently serving in the regular armed forces of the Crown, where the partner is claiming JSA in their own right; and,
- customers who are partners of a person who has served in the regular armed forces of the Crown for a period exceeding 3 months within the last 3 years, providing either:
 - the person and partner are named on the same claim for JSA (a joint claim); or
 - the partner is claiming JSA in her or his own right.

2.16. You will also receive the following information from the customer's JCP action plan (where available):

- a customer's preferred employment goals;
- a customer's preferred working pattern (e.g. full-time, part-time, preferred hours etc);
- details of any employment restrictions the customer may have on their availability;
- details of a customer's previous 2 periods of employment (including dates);
- details if a customer holds a driving licence (including endorsements); and,
- details of customer qualifications.

Inviting a customer to an initial meeting

2.17. Once you have accepted the customer referral from JCP you are required to invite customers to an initial face-to-face meeting. [\(Further information regarding the initial meeting and agreeing the customer action plan can be found in: Section 03 – The Initial Meeting, Customer Action Plan and Fortnightly Contact\).](#)

2.18. You must also ensure that you make JSA customers aware that failure to attend could result in possible sanction activity. [\(Further information regarding sanction activity for customers who fail to attend their initial meeting can be found in: Section 08 – Customer Benefit Sanctions and DMA\).](#)

2.19. If, when you are speaking to the customer to arrange an initial face to face meeting, or, during the meeting, the customer indicates that they will shortly be starting work, and you are able to confirm this (the customer may have a letter

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from or contact details for their prospective employer) you should refer them back to JCP. If you have accepted the referral on PRaP you should cancel the referral as a “Did Not Start”. If you have not yet accepted the referral, you should reject it as a “Not Eligible”. You should then notify JCP of the actions you have taken and your reasons for doing so.

Action when a customer attends an initial meeting

- 2.20. When a customer attends their initial meeting you are to conduct an in-depth assessment of their barriers to work and individual needs and start to produce a work focused action plan. ([Further information regarding the initial meeting and agreeing the customer action plan can be found in: Section 03 – The Initial Meeting, Customer Action Plan and Fortnightly Contact](#)).

Notifying Jobcentre Plus of a customer start

- 2.21. A customer is defined as ‘**Starting**’ once they attend an initial face-to-face meeting and you have started to formulate an action plan with them. Once this has taken place you are to notify JCP of the customer start date.
- 2.22. You are contractually required to register a FND start for customers (providing they continue to claim JSA) within 15 working days of being referred by JCP. Where customers do not comply, you must keep evidence to demonstrate that every effort has been made to start customers on the programme (such as details of sanction activity and re-booking of appointments).
- 2.23. You are to notify JCP of the customer start by recording this in the Provider Referrals and Payments (PRaP) system ([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](#)).
- 2.24. Once you notify JCP of the customer start, the 52 week FND period begins, and from this point you can claim job outcome payments for a customer once appropriate. ([Further information regarding claiming job outcomes can be found in: Section 12 – Financial Procedures](#)).

Action where a customer fails to attend an initial meeting

- 2.25. 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](#)).
- 2.26. 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](#)).

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Notifying Jobcentre Plus when a customer does not start

- 2.27. 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.
- 2.28. 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](#)).
- 2.29. **Please Note:** A customer could FTA but show reasonable justification on more than one occasion.
- 2.30. 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 Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 2.31. 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](#)).
- 2.32. **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.

Customers who cease to claim JSA between the initial referral and engagement

- 2.33. Should a customer cease to claim JSA (e.g. starts work, claims another benefit) in the period between the referral from JCP and you engaging and starting a customer, JCP will notify you of this.
- 2.34. Notification will be detailed on the FND3 (FND Notification to Provider form). ([Further information regarding notifications from JCP can be found in: Section 10 – Notifications and Changes in Circumstances](#)).
- 2.35. Once this notification is received you are required to 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 Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 2.36. Customers who do not start after the initial referral will not attract job outcome payments.

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Allotted time and linking rules

- 2.37. JSA customers are required to actively participate with you for 52 weeks. This 52 week period is known as a customer's FND 'allotted time'.
- 2.38. A customer may temporarily leave (a 'leaver') FND due to:
- finding work;
 - no longer being engaged with you;
 - no longer being eligible; or,
 - transferring (to another supplier/ provision).
- 2.39. You will be notified of the customer's leaver date by JCP and this will be the date the customer was last entitled to JSA (or in situations where the customer transfers to another supplier the date the customer transfers) ([Further information regarding notifications from JCP can be found in: Section 10 – Notifications and Changes in Circumstance](#)).
- 2.40. This leaver date should then be entered to the PRaP system ([Further information regarding entering leaver dates can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 2.41. A customer completes (a 'completer') 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) ([Further information regarding extending a customers participation can be found in: Section 11 – Customers Completing FND and Extending the Support Period](#));
 - they have signed-off JSA for a period of 26 weeks; or
 - you have claimed a Sustained Job Outcome for the customer.
- 2.42. You are required to monitor your referrals and update the PRaP system when a customer becomes a completer ([Further information regarding entering completion dates can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 2.43. The FND tracking period will commence once a customer leaves FND or once they complete their 52 week (or 26 week extension) allotted time ([Further information regarding tracking periods can be found in: Section 12 – Financial Procedures](#)).
- 2.44. If a customer leaves FND 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 their remaining balance of allotted time.
- 2.45. Once the customer has left FND they will be required to contact JCP and re-claim JSA before they will be re-referred. Where a customer is to be re-referred JCP will notify you of the customers remaining balance of allotted time (within the customer re-referral) through the PRaP system.

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Re-referrals from Jobcentre Plus

- 2.46. You will receive these re-referrals via the PRaP system, and again you are required to 'accept' the re-referral ([Further information regarding accepting re-referrals and the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#))
- 2.47. The re-referral will include information of the customer's balance of allotted time.

Re-engaging with a customer

- 2.48. Once you have been notified that a customer is to return you are required to re-engage with a customer as soon as possible. You are not however required to hold a face-to-face meeting before registering a re-start.
- 2.49. Providing you make contact with the customer and make them aware of their responsibilities and further required participation (this could be via a telephone conversation) you may notify JCP that the customer has re-started.
- 2.50. How ever you decide to undertake re-engagement, you must ensure that the customer is aware of their responsibilities and that as with their previous period of participation their failure to attend/ comply/ participate could result in loss of benefit. ([Further information regarding sanction activity for customers who fail to attend their initial meeting can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).
- 2.51. You are contractually required to register a FND re-start for customers (providing they continue to claim JSA) within 15 working days of being re-referred by JCP. Where customers do not comply, you must keep evidence to demonstrate that every effort has been made to re-start customers on the programme (such as details of sanction activity and re-booking of appointments).
- 2.52. You are to notify JCP of the customer re-start by recording this in the PRaP system ([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](#))
- 2.53. Once you notify JCP of the customer re-start, the customer's allotted time recommences, and from this point you can claim job outcome payments for a customer once appropriate. ([Further information regarding claiming job outcomes can be found in: Section 12 – Financial Procedures](#)).

Notifying Jobcentre Plus of a customer re-start

- 2.54. You are to notify JCP of the customer re-start by recording this through the PRaP system ([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](#))
- 2.55. Once you notify JCP of the customer re-start, the customers remaining balance of FND activity continues.

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Notifying Jobcentre Plus when a customer does not re-start

- 2.56. If a JSA customer fails to re-engage and therefore re-start you will be required to consider if a sanction doubt is to be raised, however you may not raise a sanction doubt against a customer who you cannot re-engage with/ re-start due to being unable to contact them via telephone.
- 2.57. If you cannot contact the customer you must ensure that written notification detailing their required attendance to at least one proposed meeting is sent to them (as this will be required for any sanction activity that may be appropriate).
- 2.58. Customers who have not had a re-start recorded within 15 working days after the referral should be recorded as 'Not Starting'.
- 2.59. 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](#)).
- 2.60. If a customer does not re-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 Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP](#)).
- 2.61. Where a customer does not re-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 can be found in: Section 08 – Customer Benefit Sanctions and DMA](#)).

Customers who cease to claim JSA between re-referral and re-engagement

- 2.62. Should a customer cease to claim JSA (e.g. starts work, claims another benefit) in the period between the re-referral from JCP and you re-engaging and starting a customer, JCP will notify you of this.
- 2.63. Notification will be detailed on the FND3 (FND Notification to Provider form). Once this notification is received you are required to update the PRaP customer referral detailing that the customer Did Not Start (DNS).
- 2.64. You will remain entitled to claim outcome payments for customers who do not start after re-referral providing they meet outcome definitions. ([Further information regarding claiming outcome payments can be found in: Section 12 – Financial Procedures](#)).

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Transfers from other FND suppliers

- 2.65. If a customer changes address and moves from one JCP District to another, this is known as a Transfer.
- 2.66. If a customer transfers into your contracted area, JCP will establish which customers require FND support.
- 2.67. Where a customer was previously participating with another FND supplier, subsequently re-claims within [linking periods](#), and is to be referred to you for FND support you will be required to complete the customer's outstanding balance of 52 week support.
- 2.68. JCP will notify you of the customers remaining [balance of allotted time](#) (within the customer re-referral) and where possible obtain and supply you with all relevant customer information (such as the customer's previous action plan).
- 2.69. **Please Note:** For customers who transfer into your area, who had previously been undertaking an FND extended period of attendance, JCP (where appropriate) will contact you to discuss the possibility of continuing the extended period of activity and support. [\(Further information regarding extending a customer's participation can be found in: Section 11 – Customers Completing FND and Extending the Support Period\)](#).

Customer requests an alternative provider

2.68. The action that needs to be taken by you depends on what stage the customer is at with their FND referral. In all cases you should contact the Third Party Provision Manager who will make a decision based on the individual circumstances and evidence you supply and this decision will be made in consultation with JCP.

2.69. The initial contact with the TPPM should be by telephone but this will need to be backed up by a written request from your customer. The evidence needed by the TPPM to make a decision will vary from case to case and will need to be discussed on an individual basis.

2.70. You will be notified of the outcome of any discussion and the decision will be sent to you on form FND3. You will be required to update the PRaP system with the result.

Customer requests change after referral but prior to start

2.71 If a customer has been referred to you but requests a change before a 'start' is registered on PRaP, each request should be assessed on the customer's individual circumstances. It is important to take into account the customer's history with you for example, failure to attend interview appointments and the reasons for this.

Customer requests change after a start has been registered

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2.72 If a customer has started with you and then requests a change to another provider, again each request should be considered on the customer's individual circumstances. It is important to take into account why the customer wants the change and why you as the existing provider cannot meet the customer's requirements. For example any non-financial support or provision that is not available within your existing provider's supply chain.

Customer referred to provider in error (before reaching stage 4)

2.73 If it is identified that the customer has been referred to you in error, and a start has not yet been registered on PRaP, the referral should be rejected by you.

2.74 If it is identified that the customer has been referred to you in error, and a start has been registered on PRaP, if you are content to accept the referral you should confirm with the customer that they are happy to continue with the provision. It is important to remind the customer that all mandatory activities (and any subsequent sanctions) will still apply. You will also have to inform JCP that although an error was made in the customer being referred to FND early, that they are willing to continue with the programme.

2.75 If the customer doesn't wish to continue participating on FND, you will need to refer them back to JCP, taking action on PraP as appropriate. You will need to notify JCP that the referral was an error so that a re-referral is not made until the correct time.