

Section 21 – Special Customer Record Customers

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Introduction

21.3. Certain customers who claim Jobseeker’s Allowance (JSA) are allocated Special Customer Records (SCR) status. This is determined by HMRC Special Section D (SSD) in Newcastle for cases where unrestricted access to customer data poses a demonstrable risk to the individual’s safety. The Labour Market records are maintained clerically by Jobcentre Plus (JCP) and have a protective marking of “Restricted”. As these cases are maintained clerically, these customers **must not** have their details held on any electronic systems and therefore need to be managed outside of the Provider Referrals and Payments (PRaP) system. Where a case has been designated as SCR by SSD and Jobcentre Plus deems a referral to provision appropriate, form **SL2 must be used to refer, accept and notify start/non-start**. This section details how these customer records should be managed.

Please Note - **SCR customers should not be confused with other customer records that JCP choose locally to maintain clerically. Whilst JCP may have a valid reason for making this decision, any referrals for such records must be made via LMS & PRaP.**

Special Customer Record Customers

21.4. During the time customers who have had this status allocated to them are with you on Flexible New Deal (FND), you are required to maintain their records clerically. The capability of a user to access a Special Customer Record must be restricted to a set period of time and on an event-by-event basis. The period of

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time allowed should be sufficient for the effective conduct of business and, in every case, no longer than four hours. If this period of time is inadequate, further management authorisation will be necessary.”

- 21.5. This status may be allocated for a variety of reasons:-
- A notification via Multi-Agency Public Protection Arrangement (MAPPA), these arrangements support the assessment and management of the most serious sexual and violent offenders. The aim of MAPPA is to ensure that a risk management plan is drawn up for the most serious offenders’ benefits from the information, skills and resources provided by individual agencies.
 - Transsexuals.
 - Customers with Gender Recognition Certificates.
 - VIPs, for example Member of Parliament, Members of the Royal Family, **Please Note:** for this purpose local dignitaries, pop stars, actors and sports personalities are not classed as VIPs, but may still be allocated this status, following a customer request for privacy.
 - Other special cases, this category covers cases which are more difficult to define. Each case is considered on its individual merits. For example customers who have served a serious custodial sentence e.g. murder, given evidence to police in criminal cases, run away from home to escape an arranged marriage or are part of a witness protection programme.
 - Whilst you will not be told the offence/reason for a customer having been given Special Customer Record status, you will be told of any restrictions placed on the customer by JCP. These restrictions **must** be strictly adhered to. If you have any doubts or require further information, you **must** contact your JCP nominated manager.

Management of Special Customer Record Customer information

- 21.6. To prevent unauthorised access to documents relating to Special Customer Records, clerical papers must be physically protected to a level commensurate with the identified risks.
- 21.7. All clerical records must be stored securely in robust lockable wooden or steel furniture. A member of staff at management level must be nominated to be responsible for the safekeeping of all sensitive customer records and this member of staff will be referred to as your ‘nominated officer’.
- 21.8. You are expected to replicate the Jobcentre Plus policy of having a nominated manager in jobcentre, by having a nominated officer in each of your offices.
- 21.9. Your nominated officer will be responsible for ensuring that the access to clerical papers is strictly controlled and only granted to a user on those occasions where it can be established that a legitimate business need exists. Ideally there should be a control sheet for these cases, showing date, name of staff member and reason for record access.
- 21.10. Your nominated officer should make themselves known to JCP and establish who the JCP nominated manager, Benefit Delivery Centre (BDC) nominated officer and PRaP Operational Support Team nominated officer is. All Special Customer Record customer information shared between yourselves, JCP, the BDC and

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POST should be between your nominated officer and the JCP/ BDC /POST equivalent.

Special Customer Record Customer referral

- 21.11. At the end of the supported jobsearch stage, Special Customer Record customers will attend a pre-provision interview with the JCP adviser, where they will be told that they will be contacted by an external supplier.
- 21.12. JCP will then make a clerical referral to you using the SL2JP form and will send this together with a copy of the customer's JCP action plan to the agreed nominated officer within your office.
- 21.13. 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 ([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](#)).
- 21.14. **Please Note:** Special Customer Record customer referral information will not include the customers address. You must therefore put systems in place for your nominated officer to contact the JCP nominated manager to establish how you will contact the customer.

Special Customer Record Customer Starts

- 21.15. Once the customer starts you are required to complete part 3 of the SL2JP form and return Page 1 to the JCP nominated manager and Page 2 to the POST nominated officer.

Special Customer Record Customers who do not Start

- 21.16. Where a customer does not start you are required to complete part 3 of the SL2JP form and return Page 1 to the JCP nominated manager and Page 2 to the POST nominated officer ([Further information regarding customers who do not start can be found in: Section 02 – Customer Referrals, Starts and Allotted Time](#)).

Notifying JCP that a Special Customer Record Customer has left provision

- 21.17. A customer can be deemed to have left FND provision for a number of reasons ([Further information regarding customers who leave FND provision can be found in: Section 10 – Notifications and Changes in Circumstance](#)).
- 21.18. If you become aware that a Special Customer Record customer has left FND you must complete part 4 of Page 3 of the SL2JP form by completing the date in the 'Actual provision end date' field, ticking 'Other' in the reason for leaving field and entering the appropriate 'leaver' reason in the space provided E.g. 'Found Work', 'No Longer Engaged', 'No Longer Eligible', or 'Transferred' respectively.

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21.19. Page 3 must then be returned to the JCP nominated manager and Page 4 returned to the POST nominated officer.

Special Customer Record Customers who Complete FND

21.20. Once a customer completes FND you should complete part 4 of Page 3 of the SL2JP form by completing the date in the 'Actual provision end date' field, ticking 'Other' in the reason for leaving field and entering 'Completed FND' in the space provided ([Further information regarding completing FND can be found in: Section 11 – Customers Completing FND and Extending the Support Period](#)).

21.21. Page 3 must then be returned to the JCP nominated manager and Page 4 returned to the POST nominated officer.

Extending a Special Customer Record Customers Support Period

21.22. 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 ([Further information regarding extending a customers support period can be found in: Section 11 – Customers Completing FND and Extending the Support Period](#)).

21.23. Once you have set out what activity the customer is to undertake on a revised customer action plan, you must send this with a completed FND6 (Notification of an extended support period form)/ FND6W (Welsh version) to the JCP nominated manager.

21.24. When you have agreed the extension with the customer, notified JCP of your intent to extend the customers support period and the original FND period has been completed, JCP will send you a SL2JP detailing an extended FND support period.

21.25. You are then required to complete part 3 of the SL2JP form and return Page 1 to the JCP nominated manager and Page 2 to the POST nominated officer.

Special Customer Record Customers and Training Allowance

21.26. Once you have identified activity that requires a Special Customer Record customer to be switched to TA you must undertake a face-to-face meeting to complete the relevant paperwork and issue the customer with notification of their roles and responsibilities while undertaking the activity.

21.27. As with non Special Customer Record customers, at the face-to-face pre-activity meeting you will need to confirm the customer's identity, and issue appropriate forms to the customer gaining their signature ([Further information regarding Training Allowance can be found in: Section 05 – Training Allowance](#)).

21.28. For Special Customer Record customers these forms must then be sent to the nominated JCP contact.

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Customer starts activity attracting a TA

21.29. Once a Special Customer Record customer has started the activity you are required to notify JCP by completing the [PRaP Contingency Form](#) ticking the 'started on' box and entering the date.

21.30. You are required to annotate the 'provider comments' field of the form stating:

'The above named customer has started activity that attracts a Training Allowance on the date shown'

21.31. This form must then be sent to the nominated JCP manager confirming the start on activity.

Customer fails to start activity attracting a TA

21.32. If a Special Customer Record customer fails to start activity you are required to notify JCP by completing the [PRAP Contingency Form](#) ticking the 'did not start' box.

21.33. You are required to annotate the 'provider comments' field of the form stating:

'The above named customer was due to start activity that attracted a Training Allowance but did not start the activity'

21.34. This form must then to be sent to the nominated JCP manager confirming that the customer did not start on activity.

Activity attracting a TA ends

21.35. Once a Special Customer Record customer ends activity you are required to notify JCP by completing the [PRAP Contingency Form](#) ticking the 'ended on' box and entering the date.

21.36. You are required to annotate the 'provider comments' field of the form stating:

'The above named customer has finished activity that attracted a Training Allowance on the date shown'

21.37. This form must then to be sent to the nominated JCP manager confirming the end of activity.

21.38. Where participation on FND is to continue following a period of activity the following action must be undertaken to ensure a seamless transition of the customer's payments back from TA to Jobseeker's Allowance (JSA) (this must be within 5 days of activity ending):

- You must contact the customer either by telephone or in writing to attend an end of full time training review the day after the activity ends.
- The customer's circumstances should be reviewed and any changes recorded on a JSA3 form, where there has been no change of circumstances this should be recorded on a JCP25 form.

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- The customer's P45U and the completed JSA3 or JCP25 form must be couriered to the nominated officer at the BDC.
- The customer must be informed in writing of when to attend their next interview at the JCP Office. 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 should then sign the form at part 3 and give it to the customer. Failure to attend the JCP Jobsearch Review may effect the customer's entitlement to JSA.

Claiming Special Customer Record Customer Job Outcomes

- 21.39. To make an outcome claim for Special Customer Record customers you are required to complete the clerical [PRaP 11](#) claim form and send it to POST ([Further information regarding job outcome definitions can be found in: Section 12 – Financial Procedures](#)).
- 21.40. On receipt of the claim form POST will validate the claim and arrange for payment to be made into your nominated back account.

Appendix 1 – Provider Notification Stencil

PRaP CONTINGENCY

NOTIFICATION FROM PROVIDERS

From

To

Customer Name

Customer NINO

Training Allowance in payment? Yes No

If YES, this form must be returned after 24 hours of PRaP unavailability.

If NO, form must be completed and returned after 5 working days of PRaP unavailability.

Details MUST still be entered in PRaP when available.

Referral Rejected

Reason

Started on (date)

Ended on(date)

Reason

Did Not Attend

Did Not Start

Unable to Contact Customer

Signed

Name

Date Telephone Number

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Appendix 2 – PRaP 11 Clerical claim for an outcome payment

TO ENSURE THE SECURITY OF THE DATA CONTAINED ON THIS FORM, IT **MUST** NOT BE SENT BY E-MAIL.

PRaP Clerical CLAIM FOR AN OUTCOME PAYMENT

From

To

Contract Number

Name	National Insurance number	Ref No	Date left Provision	Date started work	Job has lasted 13 weeks (tick)	Job expected to last 13 weeks (tick)	Job has lasted for 26 weeks out of last 30 (tick)	Other reason (please specify)

I declare that the above participants entered unsubsidised employment, returned to work, or independent self employment on the dates stated. I can confirm that the participant has been in employment for 8/16 hours per week or more which is expected to last 13 weeks, has lasted 13 weeks or has lasted 26/30 weeks.

Signed..... Name

PositionDate