

Section 09 – Sanctioned Customer Re-engagement

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Introduction

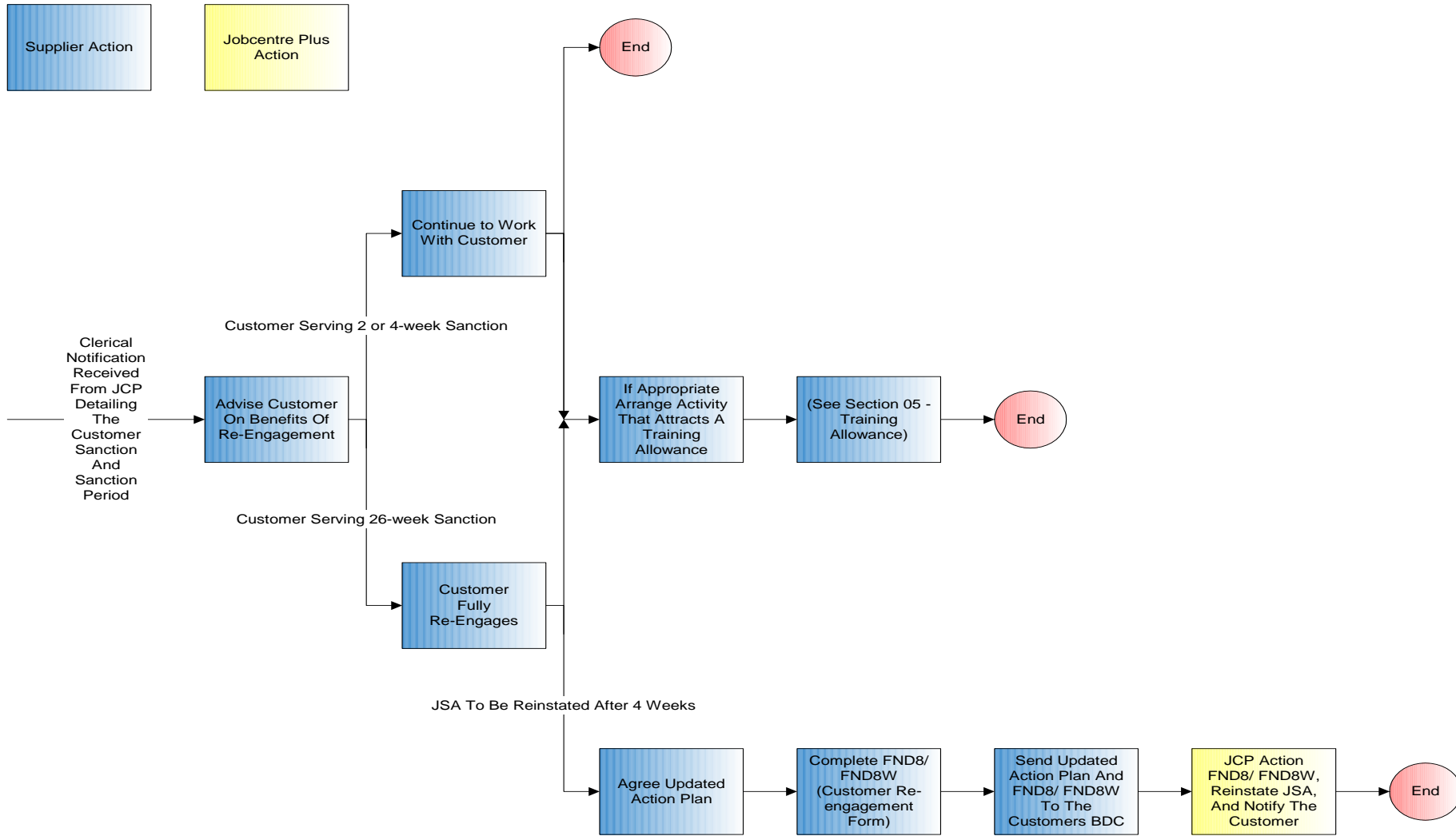
9.2. The following section outlines how customers who have had benefit sanctions imposed may be able to receive a Training Allowance (TA) payment or regain Jobseeker’s Allowance (JSA) payment through re-engaging with you. It also details the actions you must undertake to notify Jobcentre Plus (JCP) once a customer has re-engaged.

Customer re-engagement overview

- 9.3. Where a customer has a sanction imposed on their claim they may be able to receive payment by re-engaging with you.
- 9.4. The first method in which they may be able to do so following imposition of a sanction, is by undertaking activity/ provision that attracts a TA.
- 9.5. For example where a customer ceased to attend a training course without reasonable justification and a sanction was imposed. If the customer then agreed to fully participate (and there was capacity on the training course) you may decide to move the customer back onto full-time provision. The customer would then have access to a TA from the date they start the activity.
- 9.6. The alternative is for JSA to be reinstated where a customer has served 4 weeks of a fixed 26-week sanction and has fully re-engaged with you.
- 9.7. **Please Note:** Throughout any period where the customer is under sanction you should ensure that customers are advised to continue to attend their Fortnightly Jobsearch Reviews (FJR) with JCP.

Flexible New Deal Guidance

Customer re-engagement flow diagram



Flexible New Deal Guidance

Customers under sanction and Training Allowance

- 9.8. Once a sanction has been imposed on a customer's claim to benefit the customer may be able to receive payment by undertaking full-time activity that attracts a TA.
- 9.9. This may not be appropriate or manageable in all circumstances, you are not required to source and move all customers onto an activity that attracts a TA purely due to them being under sanction.
- 9.10. However you do remain required to engage with customers who are under sanction, and therefore you may find arranging further activity beneficial for your continued relationship.
- 9.11. Any period of activity you arrange must be agreed with a customer before they begin, and you must ensure that the actions required to move a customer onto a TA are carried out in full ([Further information regarding Training Allowance can be found in: Section 05 – Training Allowance](#)).
- 9.12. Should a sanction period be for longer than the period that the customer is undertaking an activity whilst receiving TA, the customer will have the remainder of the sanction imposed on movement back to Jobseeker's Allowance.
- 9.13. It is therefore advisable that customers subject to 26-week sanctions who fully re-engage have [JSA reinstatement](#) action taken in addition to arranging activity if deemed suitable.

Reinstating Jobseeker's Allowance

- 9.14. Once a customer has fully re-engaged with you, they may be eligible to have their JSA reinstated.
- 9.15. JSA can only be reinstated where a fixed 26-week sanction has been imposed and will only become payable from four weeks after the start of a customer's fixed 26-week sanction or the week after the customer re-engages if this is longer.
- 9.16. To reinstate JSA the customer must agree to undertake activities specified in an updated action plan. The revised action plan should detail specific, stretching, and challenging steps focussed on your continued help in moving the customer from benefit into sustained employment.

Notifying JCP that a customer has re-engaged

- 9.17. Once you have reviewed and updated the customer's action plan you are to complete the FND 8 (Customer re-engaged form)/ FND8W (Welsh version). You must complete Parts 1 and 2 and detail any information you think Jobcentre Plus may need to know (the completion of the further information box is not a requirement).

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- 9.18. You are then required to gain the customers agreement and signature to the declaration at Part 3 of the form, ensuring that the date the action plan has been signed is entered in the date field.
- 9.19. The FND8/ FND8W (Welsh version) should then be attached to a copy of the customers revised action plan and sent to the customers Benefit Delivery Centre (BDC).
- 9.20. **Please Note:** On receipt of the FND8 and revised action plan JCP will notify the customer when their benefit is payable. The customer will then be required to attend their next FJR before any payment will be released. You should not attempt to advise customers of when their benefit will be reinstated.