

WHP referral interview

LMS queue review date matures

1. When the Labour Market System (LMS) queue review date matures, you must access the Digital Claimant Activity Messaging Service (DCAMS) and view the result of the Gatekeeper actions and random allocation.
2. Access DCAMS using the icon on your desktop.
3. Enter the National Insurance Number (NINO) on the opening screen.

DCAMS test.user Conselt Admin

Search Caseload Dashboard Office performance Work coach performance Feedback What's new Contact and help

Search for a claimant

Enter a National Insurance or 12-digit reference number

Built by DWP Digital

4. You can view the Gatekeeper and random allocation outcomes from the:
 - 'Summary' tab
 - 'WHP selection tool' tab
5. Expect to see either:
 - Not selected (the date is when the Gatekeeper made their selection for random allocation)
 - allocated to the Work and Health Programme (WHP)
 - allocated to the Public Sector Comparator (PSC)
 - allocated to the Random Control Group (RCG)
6. Example: Potential participant 'Not selected' displayed on the summary screen.

Summary - Mrs D Jones

Summary Claimant Appointment **1** Claim WHP selection tool

Claimant details

Name: Mrs D Jones

Age: 44

National Insurance number: AB123457D

Mobile number:

Email address:

Industry sector:

Markers:

Work and Health Programme: **Not selected (on 26 september 2017)**

Latest claim

Benefit type:

Caseload segmentation:

Days remaining to next Standard: (weeks)

Date of entitlement:

Last effective date:

Status: Live

Work coach:

Job Centre:

1 Appointment not set

None

7. Example: Potential participant 'Not selected' displayed on the 'WHP selection tool' screen.

Mrs D Jones

Summary Claimant Appointment **1** Claim **WHP selection tool**

WHP referral outcome

Mrs D Jones was not selected by the district gatekeeper for allocation to the Work and Health Programme

Next steps

A new referral can be made for Mrs D Jones from date – 6 weeks after GK action

Continue

8. The table below shows the text outputs for the other possible random allocation results.

'Summary' tab text	'WHP Selection Tool' tab text
Allocated to the WHP on <date>	<p>WHP referral outcome</p> <p><Name> was allocated to the Work and Health Programme</p> <p>Next steps</p> <p>Please refer <Name> to the provider through the appropriate referral system (LMS / WSP / DPT)</p>
Allocated to the PSC on <date>	<p>WHP referral outcome</p> <p><Name> was allocated a place with the Public Sector Comparator</p> <p>Next steps</p> <p>Please refer <Name> to the provider through the appropriate referral system (LMS / WSP / DPT)</p>
Allocated to the RCG on <date>	<p>WHP referral outcome</p> <p><Name> was allocated a place in the Random Control Group</p> <p>Next steps</p> <p>Please continue to provide Work Coach support for <Name></p> <p>A new referral can be made for <Name> from <date – 2 years after GK action></p>

9. Record the result of Gatekeeper actions and random allocation in Labour Market System (LMS) conversations.

10. 'Not selected' means the potential participant was not selected by the Gatekeeper to go through to random allocation. They can be resubmitted to the Work and Health Programme (WHP) again after 6 weeks, but only if the work coach believes they are still suitable.

11. Three outcomes will present from random allocation and there's a different process to follow for each:

- potential participant allocated to the Work and Health Programme (WHP)
- potential participant allocated to the Public Sector Comparator (PSC)

- potential participant allocated to the Random Control Group (RCG)

12. PSC is only available in 4 districts. These are:

- Lincolnshire, Nottinghamshire and Rutland
- Leicestershire and Northants
- Dorset, Wiltshire, Hampshire and the Isle of Wight
- Devon and Cornwall

Note: Individuals allocated to the Random Control Group (RCG) will be told they were not successful in getting a place. Unless an individual asks directly, do not inform them that they have been allocated to the control group as this can change behaviour and could undermine the evaluation. Although not able to take part in the WHP for another 24 months, they will be treated in every other way the same as those not selected for the programme. Potential participants on a work coach caseload only will continue to receive the business as usual Job Centre Plus offer. Caseloaded and non caseloaded potential participants can be referred to the programme again after 24 months if eligible.

13. Individuals who do not want their data processed as part of the evaluation can ask for it to be removed from the analysis. You must email this request to the evaluation email inbox.

14. If you identify that the claimant has a Special Customer Record (SCR) or is a Multi Agency Public Protection Arrangements (MAPPA) case, do not open an interview on LMS and follow the relevant process.

See: Special Customer Records

See: MAPPA

Referral interview if selected for WHP

1. Once the random allocation results are known, you must contact the potential participant and invite them in for a meeting. This will allow you to explain next steps. Use the WHPL006 'Your meeting details' invite to interview letter.

Note: If potential participant is SCR, you must follow the SCR instructions to conduct the clerical referral interview.

2. You must use interview types 'WHP Voluntary' and 'WHP Signposted' (these can be 1 to 60 minutes long)
3. This meeting must take place within 10 working days of being selected. The appointment must be entered into your diary.
4. In the Work and Health Programme (WHP) referral meeting, you must take the following action:

Step	Action
1.	Access your diary.
2.	Start the interview on Labour Market Screen (LMS).
3.	Explain they have been selected for the WHP.
4.	Explain the referral process.
5.	Explain that the potential participant should expect to be treated fairly by the provider and that the provider will explain their minimum standards of service. If they are not happy, the referral letter explains how to make a complaint.
6.	Explain the potential participant's responsibilities whilst on the WHP.
<p>Note: These are set out in the referral letter.</p>	
7.	<p>Remind the potential participant of the benefits of taking up the provision. You may want to include the following:</p> <ul style="list-style-type: none"> • WHP can help them into employment and help keep the job • WHP can help them if they have problems finding work for example, if they are disabled or have barriers to finding a job • WHP will help them improve their skill set and provide the right kinds of training to get a job • WHP will provide that extra help and support that they cannot get from DWP • WHP will help them write an action plan mapping out the manageable steps to take to help them move

	<p>towards employment</p> <ul style="list-style-type: none"> • WHP will continue to support them through the early stages of employment
8.	<p>Explain DWP needs to share information about them with employers, WHP providers and work placement hosts. Explain that some of this is explained in the referral letter. If they want to know more, they can visit www.dwp.gov.uk/privacy-policy .</p>
9.	<p>Remind the potential participant that the provision will last for 456 days with the possibility of it being extended to 639 days.</p>
10.	<p>Explain to the potential participant that if they reach 24 months unemployment and disengage from the WHP, they will be mandated for the remainder of the time on the programme if they are on Jobseekers Allowance (JSA). This is when the participant meets Long Term Unemployed (LTU) eligibility criteria.</p>
11.	<p>Check the Labour Market System (LMS) 'HIST' tab to prevent duplicate referrals.</p>
<p>Note: Some Labour Market System (LMS) processes incorrectly remove the marker.</p>	
12.	<p>Identify if the potential participant needs support in understanding or accessing Jobcentre Plus (JCP) services and complete the free text box on the referral opportunity quoting: 'May require reasonable adjustment or additional support'.</p>
13.	<p>Review and/or update the Claimant Commitment or action plan.</p>

14.	Tell the potential participant that if they find work prior to them engaging with the provider, they must notify Jobcentre Plus (JCP) immediately in order for them to consider any in work support that may be available (depending on benefit being claimed). Once they engage with the provider, it becomes the provider's responsibility for any in work support.
15.	Make the referral to the WHP using the WHPL003 referral letter.

Note: If potential participant is MAPPA, follow the current MAPPA instructions to consider if it is necessary for the provider to be made aware of the restrictions contained in the MAPPA J notification form.

If it is, you must update the potential participant's 'Action Plan' in Labour Market System (LMS) with the relevant details.

The information in the action plan is transferred to the provider automatically via Provider Referral and Payment system (PRaP).

Note: The above steps are essential to ensure that WHP providers get full relevant information, especially around any restrictions to availability, caring responsibilities.

5. Throughout the referral interview, you must consider whether the potential participant needs that little bit of extra support.

See: Claimant requires support in understanding and accessing WHP services

Making the referral

1. Before making the referral, make sure the potential participants:

- understand what's been discussed
- have no questions or concerns

2. After these initial actions, you must take the following action:

Step	Action
1.	Update the Claimant Commitment (JSA) or action plan (ESA and IS) to show they have been referred to the Work and Health Programme (WHP) where appropriate.

2. Make the referral in Labour Market System (LMS).

3. Access the 'LMS Office' tab to select the appropriate opportunity.

The screenshot shows a window titled 'Wider Vacancy/Opportunity Search' with a menu bar (File, Edit, Function, HotSpot, Help) and buttons for 'Srch', 'IdVac', 'TTWA', 'ClnSOC', and 'Close'. Below the buttons are three tabs: 'LMS Office' (selected), 'Other Locations', and 'EURES'. The search criteria are as follows:

- Search: Opportunity (dropdown)
- Type: WHP Early Entry (dropdown)
- Office: Kendal (KDL) (dropdown)
- Country: United Kingdom (dropdown)
- SOC: [Five empty text boxes]
- Rcvd Date: All Dates (dropdown)
- From: [Empty text box]
- To: [Empty text box]
- Hours: No Pref (dropdown)
- Nights: No Pref (dropdown)
- Live: Yes
- Duration: Both (dropdown)
- Weekends: No Pref (dropdown)
- Suspended: No
- Evenings: No Pref (dropdown)
- Closed: No
- Term Time Only: N/A (dropdown)

4. Access the 'LMS Office' tab in LMS to select the appropriate opportunity.

5. Use the appropriate opportunity type:

- WHP Disability Condition
- WHP Early Entry

Note: You must use the free text box to input the early entry group chosen.

Use the free text box to add 'This is a non-benefit claimant'.

See: Austistic Spectrum Disorder chapter for the appropriate opportunity type if you are aware the potential participant has this condition.

6. If the potential participant is not on a work coach caseload, you must tell them to take ID and relevant evidence with them to the initial provider interview.

7.	If the potential participant requires extra support in accessing or understanding our services, complete the free text box on the referral opportunity with: 'May require reasonable adjustment or additional support' and ensure a review and update of the 'Reasonable Adjustment' field is undertaken.
<p>Note: The 'Reasonable Adjustment' field can be found in the Disabled Person (DP) hotspot in Labour Market System (LMS).</p>	
8.	Explain they'll be contacted shortly by the provider to book an initial interview.
<p>Note: This initial interview must be conducted within 10 working days of the referral.</p>	
9.	Explain they'll have a fuller explanation of the provision by the provider when they start.
10.	Issue the clerical, voluntary WHPL003 referral letter.
11.	Encourage the potential participant to share their Claimant Commitment or action plan and their copy of the letter detailing the outcome of the Work Capability Assessment (WCA) with the provider.
12.	Encourage them to share any personal information or documentation related to finding employment including any limitations they may have.
13.	Record the issue of the letter in LMS conversations.
14.	Update Labour Market System (LMS) by recording the interview outcome as 'Allocated to WHP'.
15.	Close the interview.
16.	Complete a final check that all information is complete and accurate in order to ensure a smooth referral to the provider

Not selected for WHP

1. If the random allocation result is 'RCG' or 'Not Selected', you must book an interview on Labour Market System (LMS). 2. You must use the interview types 'WHP voluntary' or 'WHP signposted' along with the WHPL006 'Your meeting details' invite to interview letter.

Note: Individuals allocated to the Random Control Group (RCG) will be told they were not successful in getting a place. Unless an individual asks directly, do not inform individuals that they have been allocated to the control group as this can change behaviour and could undermine the evaluation. Although not able to take part in the Work and Health Programme (WHP) for another 24 months, they will be treated in every other way the same as those not selected for the programme. Potential participants on a work coach caseload only will continue to receive the business as usual Job Centre Plus offer. Caseloaded and non caseloaded potential participants can be referred to the programme again after 24 months if eligible. DCAMS will automatically recognise if a person has already been allocated to RCG and will prevent users from re-referring within the 24-months.

Individuals who do not want their data processed as part of the evaluation can ask for it to be removed from the analysis. You must email this request to the evaluation email inbox.

2. You may conduct the interview over the phone or by any means preferred by the potential participant.

Step	Action
1.	Access your diary.
2.	Start the interview.
3.	Explain they have not been selected for the Work and Health Programme (WHP).
4.	Explain that Jobcentre Plus (JCP) will continue to offer support in their job search activity.
5.	Explain they'll still have access to other local provisions that you think are suitable.

6.	Close the interview.
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3. The following Labour Market System (LMS) outcomes can be recorded in support of voluntary and externally signposted claimants:

- allocated to WHP
- allocated to PSC
- allocated to RCG
- Not selected

4. If the potential participant makes a complaint about WHP or the allocation outcome, follow the complaints process.

See: complaints

Note: If the result is Random Control Group (RCG), you must visit the [RCG](#) chapter next.

Referral interview if selected for PSC

See: PSC chapter.

Potential participant with an Autistic Spectrum Condition

1. Referral opportunities have been set up specifically to enable providers to be made aware discretely of participants who declare Autistic Spectrum Condition (ASC). These are called:
 - WHP Minister (for the voluntary group)
 - WHP Minister Early Access (for the Early Access Disadvantaged Groups)
2. Using these opportunities will ensure providers receive timely, relevant and pertinent information that enables them to recognise, prepare for and provide the most effective support for individuals with autism.
3. This ensures that any reasonable adjustment solutions can be identified at the earliest opportunity.
4. Before selecting either of these opportunities, you must explain to the potential participant that there is a way to ensure providers are discretely made aware of their health condition and ask if they want their referral to be made in this way.
5. If the potential participant is happy to proceed, make a note in Labour Market System (LMS) and refer them to the Work and Health Programme (WHP) via the appropriate Minister Choice opportunity.

Fail to attend WHP referral interview

1. If the potential participant does not attend the Work and Health Programme (WHP) referral interview, you must contact them and find out why they didn't attend.

2. If appropriate, rebook the WHP referral appointment.

The Claimant Commitment

1. The claimant is issued with a revised Claimant Commitment to:
 - clarify their responsibilities
 - make clear what's expected of them
2. This ensures they receive additional key messages about the support they can expect to get from their provider.
3. If the JSA claimant or provider thinks the Claimant Commitment needs changing, this can be done at the next Work Search Review.

Claimant responsibilities

1. On referral to the Work and Health Programme (WHP), the following information must be explained to all participants:
 - they must continue to report changes to their circumstances
 - they should make the most of the support offered by the provider
 - they should engage at agreed times and complete activities as directed by the provider, but will not lose benefit if they don't

JSA potential participant responsibilities

2. JSA potential participants who are referred to the Work and Health Programme (WHP) must be made aware of who they should engage with and what activities they must still be undertaking whilst on the programme.
3. You must explain to them that:
 - the WHP provider is responsible for giving them the help and support they need to find and stay in work.

Note: However, to remain entitled to and receive Jobseekers Allowance (JSA), the claimant is still required to meet the JSA Labour Market conditions.

4. This means they:
 - have dual responsibilities to both the provider and Jobcentre Plus (JCP)
 - should work collaboratively with the provider, discussing, agreeing and undertaking activities that the provider thinks will improve the potential participants employment prospects
 - must continue to attend fortnightly Work Search Reviews (WSR) to demonstrate that they are still available for and actively seeking work. In doing so, encourage the claimant to provide evidence of what they have been doing to find work, including any activities they have agreed with their provider

- must be reminded that failure to comply with Labour Market conditions without good reason could result in a benefit sanction being applied.

Note: Participation in the WHP is voluntary. Sanctions do not apply.

No Fixed Abode or Person Without Accommodation

1. For NFA (No Fixed Abode) customers with a correspondence address, you must ensure that:
 - the correspondence address given for the NFA customer will be where the provider can contact them
 - if a customer changes their correspondence address, it's important they notify DWP immediately
2. If a claimant is a PWA (Person without Accommodation), they won't have a correspondence address. You must inform the participant that all correspondence will come to the JCP office and they must come and collect it.

Note: For further information see: homeless claimants checklist

