

WHP initial interview: work coach caseload, voluntary potential participant

1. If you identify:

- a claimant on your caseload who might be suitable for the Work and Health Programme (WHP)
- a claimant referred by a Signposting Organisation (SO) on a WHPSO1

you must consider the eligibility criteria and their suitability for the WHP.

See: Eligibility criteria chapter.

2. If the claimant satisfies these, invite them to a WHP volunteer interview.
3. You can use any available interview type available in Labour Market System (LMS) that you think appropriate.
4. If the potential participant does not satisfy the eligibility criteria and has volunteered to be considered for WHP, tell them they are not eligible for the WHP by their preferred method of communication.
5. If the potential participant would benefit from the WHP and satisfies the eligibility checks, follow the actions below:

Step	Action
1.	Record the results of the eligibility checks in Labour Market System (LMS) conversations.
Note: If the potential participant has a Special Customer Record (SCR), you must not record the results of the eligibility checks in LMS conversations.	
2.	<p>If the potential participant passes the eligibility checks and you have considered those who would best benefit from the support given in WHP, you must now explain the nature of the provision as follows:</p> <ul style="list-style-type: none"> • explain the eligibility process • the length of the provision is 456 days • the aim of the provision • that participation is voluntary • provide information about the provider • explain the details of 'In-Work' support • outline their responsibilities whilst on the provision • explain to the voluntary participant that if they reach 24 months unemployment and disengage from the WHP, if they are on Jobseekers Allowance (JSA), they will be mandated for the remainder of the time on the programme (when the participant meets Long Term Unemployed (LTU) eligibility criteria) • if they are accepted on to the WHP, they will not be able to access any other DWP provision during this period • if they start work they may be eligible for support

	under the Access to Work scheme
3.	<p>Highlight the benefits of the WHP. Key messages you may want to include in the conversation are:</p> <ul style="list-style-type: none"> • WHP can help them back into employment and help them keep the job (By employment we mean any form of employment including full time and part time) • 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 towards employment • WHP will continue to support them through the early stages of employment • WHP will pay for travel, childcare, replacement care and additional support costs whilst the Participant is on the WHP
4.	<p>Make it very clear that the WHP has limited places and they may not be selected to go through to random allocation.</p>
5.	<p>Tell the potential participant that we will share information about them with a future provider. Use the information below to help the conversation.</p> <p>Employment and Training Schemes - Sharing of information</p> <p>The Department for Work and Pensions (DWP) needs to share information about you with employers, Work and Health Programme providers and work placement hosts.</p> <p>During your time on the Work and Health Programme, DWP can share information with your Work and Health Programme provider such as:</p> <ul style="list-style-type: none"> • basic information about you so they know who you are, such as your name and national Insurance number • your contact details • information about your claims with DWP • some details about your circumstances so the provider can decide what kind of support and help you need

	<ul style="list-style-type: none"> • information that could help them in supporting you find work • if a change in your circumstances affects the kind of support you need, or if they need to know about this. For example if you change address, your caring responsibilities change, or something that affects your work-related requirements <p>If you want to see what DWP may share with your Work and Health Programme provider please ask your work coach for this information.</p> <p>If you want to see what personal information your Work and Health Programme provider holds about you, you can ask for a copy of your data by making a Subject Access Request at www.dwp.gov.uk/privacy-policy.</p>
6.	<p>Tell them they will go through a random allocation process. This means they may or may not get allocated a place on WHP. This is because there are limited places available.</p>
7.	<p>In PSC districts, tell them they will go through a random allocation process. This means they may or may not get allocated a place on WHP or PSC. This is because there are limited places available.</p> <p>PSC is the WHP delivered by the Jobcentre.</p> <p>PSC is only available in 4 districts which are:</p> <ul style="list-style-type: none"> • Lincolnshire, Nottinghamshire and Rutland • Leicestershire and Northants • Dorset, Wiltshire, Hampshire and the Isle of Wight • Devon and Cornwall
<p>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.</p> <p>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. They will continue to receive the business as usual Job Centre Plus offer and can be referred to the programme again after 24 months if eligible.</p> <p>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. (link sends e-mail)</p>	

6. After these conversations have taken place, you must ask the potential participant if they still wish to participate in the provision.

7. If the potential participant decides that the WHP is not suitable for them, you must record the interview outcome on the Labour Market System (LMS) with the volunteer status of 'WHP not volunteered' and close the interview in LMS.

Note: This will be an option in the 'NActn' tab.

8. If the potential participant agrees to participate in the provision, you must update the Labour Market System (LMS) with the volunteer status of 'WHP volunteered'.
9. Throughout the initial 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