

Mandatory WHP preliminary checks (LTU)

Identifying 24 month LTU

OPRT report at 24 month trigger

1. LMS generates an OPRT report. This shows potential participants who have reached 24 months unemployed on or after 3 April 2018 and in receipt of JSA. See screen shot below:

1. This is a new report.
2. It will be available weekly via OPRT and contained within the LMS Restricted Folder.
3. If there are no claimants to report then this report shows "There are no reviews to report".

WHP LTU Process Report

Location: Rockingham Court Run Date: 01/04/2018 Surname	Forename	<u>NINo</u>	JSA Claim Date	24 Mths U/E Date	Signing Day	Cycle
SURNAME1	FORENAME1	NINo1	29/03/2016	26/03/2018	Monday	R
SURNAME1	FORENAME1	NINo1	30/03/2016	27/03/2018	Tuesday	R
SURNAME1	FORENAME1	NINo1	31/03/2016	28/03/2018	Wednesday	R
SURNAME1	FORENAME1	NINo1	01/04/2016	29/03/2018	Thursday	R
SURNAME1	FORENAME1	NINo1	02/04/2016	30/03/2018	Friday	R
SURNAME1	FORENAME1	NINo1	03/04/2016	31/03/2018	Monday	P
SURNAME1	FORENAME1	NINo1	04/04/2016	01/04/2018	Tuesday	P

----- End of Report. This report contains 7 rows -----

2. A Jobcentre Plus (JCP) nominated person must print the OPRT report and send a Labour Market System (LMS) workflow to the relevant work coach by taking the following actions:

Step	Action
1.	Select 'Contact Client' from the 'Action Type' dropdown menu.
Note: Do not change the date in the 'Required' field or the workflow priority in the 'Priority' field.	
2.	Input 'WHP - 24 months LTU' and the '24 Mths U/E Date' from the OPRT report in the 'Description' field.

Potential participant has been on JSA or UC (IWSR) for 24 months

3. Potential participants who have been on JSA or Universal Credit (UC) Intensive Work Search Regime (IWSR) for 24 months will be mandated to the Work and Health Programme.

Note: JSA credit only cases must not be mandated to the Work and Health Programme (WHP) but they can volunteer.

Note: Periods of Employment and Support Allowance (ESA) are **not** taken into account.

4. These will be identified by:

- the work coach receiving an LMS workflow from the OPRT report; or
- work coach conversations with the potential participant

5. Confirm the 24 months and identify breaks between claims by working backwards in time using the '24 Mths U/E Date' taken from the work flow.

Note: Periods of Employment and Support Allowance (ESA) are **not** taken into account.

6. Do this by:

Step	Action
1.	Checking Jobseekers Allowance Payment System (JSAPS) dialogue 'JA504: General Enquiry'.

2. Checking Jobseekers Allowance Payment System (JSAPS) dialogue 'JA510: Notepad Enquiry' for any linking information if the claim has been rebuilt from clerical.

Note: This will hold any linking information if the claim has been rebuilt from clerical.

3. Checking the clerical claim if the claimant is SCR
4. Checking the Labour Market System (LMS).
5. Checking the Customer Information System (CIS) Searchlight 'Award History Screen' for periods of UC IWSR.

In the 'Details' field, selecting the hyperlink should provide you with a breakdown of UC.

Excluded, exempt or deferred

Preliminary checks for the Work and Health Programme (WHP)

1. When a claimant has been identified as satisfying the 24 month period of unemployment on or after 3 April 2018 either by:

- the receipt of an LMS workflow; or
- by work coach identification

2. The work coach must consider if the claimant can be excluded, exempt or deferred before mandating to the Work and Health Programme (WHP).

3. You must do this by:

Step	Action
1.	<p>Considering whether the potential participant is:</p> <p>excluded exempt deferred</p>
2.	<p>If they're 'excluded' you must set the 'Pilot' marker in the Labour Market System (LMS).</p> <p>Use the following reason:</p> <p>WHP LTU Excluded</p>
3.	<p>If they're 'deferred' you must set the 'Pilot' marker in the LMS.</p> <p>Use the following reason:</p> <p>WHP LTU Deferred</p>
4.	<p>If they're 'exempt' you must set the 'Pilot' marker in the Labour Market System (LMS).</p>

Use the following reason:

WHP LTU Exempt

If they are exempt due to the potential participant being pregnant or domestic violence, ask them if they want to volunteer for the Work and Health Programme (WHP).

If yes, follow: **Voluntary WHP caseload initial interview**

Note: If the pilot marker doesn't display in LMS, take the following action:

select 'New initiative' hotspot or 'initiatives' button on the menu bar

select 'Pilots' from the drop down list displayed

select the relevant marker from the list

Setting the 'Pilot' marker will clear the prompt. This means that this prompt won't appear on the next 'WHP LTU process report' generated in 28 days.

'WHP LTU Set in Error' must only be used if the pilot marker has been set and doesn't apply to the claimant type.

View Client Details - J ANDREWS No. 4307672

File Edit Hotspots Function Other Function Initiatives Help

New Amnd IntHist Actns Conv Case Sub **Init** Keep Spec ActPln JSAg NoDir NoDec Save Close

NINo/RefNo: Title: Miss

Forename:

Surname:

Tel No: Address/Tel No

DOB: Age: YP:

Sex: ExIB: DP:

CAG 1

Office More

Adviser: Quals/Assmt NewInt

Emp Status:

Status:

Qlfy Prds

Pension Credit: Credit Date:

Parent: Children:

New Initiative

JP Exit

5. Setting an appropriate review date If the potential participant is exempt or deferred.
6. Considering them for LTU once that date matures.
7. If they don't fall into a category for:
 - exemption
 - exclusion
 - deferral

Set yourself a LMS workflow to include a WHP discussion at the next Work Search Review (WSR) interview.

If, the next WSR has already been booked, you must cancel this appointment and rebook it as interview type 'WHP LTU'

If you're unable to rebook the appointment for the same date and time, you must contact the potential participant to tell them the new appointment details.

Note: If the mandatory face to face interview does not take place within 28 days of the OPRT report being generated, the 24-month trigger will appear on the next report.

Excluded

The potential participant is in paid employment

The potential participant is on the WHP, and or has previously completed the WHP

Note: If the participant is on the Work and Health Programme on a voluntary basis, the work coach must identify whether they have disengaged from the programme.

See: Disengagement

The potential participant is in the Random Control Group (RCG) for the WHP

The potential participant:
does not have the right to reside in the United Kingdom (UK)
does not have has the right to work in the UK
is not resident in England or Wales

Exempt

Temporary Exemptions

Victims of domestic violence are exempt from the WHP for the period the circumstances remain relevant. This will be kept under review by the work coach by setting a review for 13 weeks in line with current processes.

Potential participants who are homeless; this will be kept under review by the work coach in line with the relevant conditionality guidance.

Potential participants with a **drug or alcohol dependency**([link is external](#))_while they engage in a structured treatment programme for up to 6 months. Depending on their circumstances, these potential participants may be exempted.

Potential participant is already participating in a Department for Work and Pensions (DWP) provision. Set a review for when the provision is completed

Potential participants serving community sentences may not be able to participate in the WHP as required. The exemption should be reviewed in line with current practice.
For example, whether attendance on the WHP puts them in breach of their **community sentence**.

Potential participants with basic skills needs should not be referred until the basic skills need have been met. Set a 6 month review.

Open Ended Exemptions

Potential participants who are pregnant and within 3 months of their Expected Date of Childbirth (EDC). However, these could still volunteer for the WHP.

Deferred

Where potential participants have moved between conditionality groups and whose circumstances have changed. For example have had a break in claim due to work or sickness.

See: example five

Potential participants who are close to employment and the work coach decides they could move into work within 3 months with further support from JCP.
Potential participants, whose circumstances mean they will not be able to participate in WHP as required, for example those with long periods of hospitalisation confirmed for the near future.
Potential participants who have known circumstances and changing conditionality groups For example those who have broken a limb.
Other - To be used when none of the other deferral reasons apply but the work coach is confident the potential participant will flow off benefit or will meet the exemption criteria within the 90 days deferral period.

Pre-referral interview for the Work and Health Programme (WHP) at next Work Search Review (WSR)

1. *During this Work Search Review (WSR) interview, you must still carry out normal discussions around availability, Actively Seeking Employment (ASE) etc. as you would in normal WSR interviews.*

2. If the potential participant hasn't been identified as exempt, excluded or deferred, you must now establish this before discussing WHP. This is to ensure they can be referred to the Work and Health Programme (WHP).

Note: If a voluntary potential participant is referred to WHP through DCAMS and doesn't attend the provider interview, when they reach 24 months unemployed, if they're re-referred, it must be through DCAMS as mandatory LTU.

3. You must do this by:

Step	Action
1.	Considering whether the potential participant is:

excluded
exempt
deferred

2. If they're 'excluded' you must set the 'Pilot' marker in the Labour Market System (LMS).

Use the following reason:

WHP LTU Excluded

3. If they're 'deferred' you must set the 'Pilot' marker in the LMS.

Use the following reason:

WHP LTU Deferred

4. If they're 'exempt' you must set the 'Pilot' marker in the Labour Market System (LMS).

Use the following reason:

WHP LTU Exempt

If they are 'exempt' due to the potential participant being pregnant or a victim of domestic violence, ask them if they want to volunteer for the Work and Health Programme (WHP).

If 'Yes', follow '**Voluntary WHP caseload initial interview**'.

Note: If the pilot marker doesn't display in LMS, take the following action:

select 'New initiative' hotspot or 'initiatives' button on the menu bar

select 'Pilots' from the drop down list displayed

select the relevant marker from the list

Setting the 'Pilot' marker will clear the prompt. This means that this prompt won't appear on the next 'WHP LTU process report' generated in 28 days time.

'WHP LTU Set in Error' must only be used if the pilot marker has been set and doesn't apply to the claimant type.

View Client Details - J ANDREWS No. 4307672

File Edit Hotspots Function Other Function Initiatives Help

New Amnd IntHist Actns Conv Case Sub **Init** Keep Spec ActPln JSAg NoDir NoDec Save Close

NINo/RefNo: Title: Miss

Forename:

Surname:

Tel No: Address/Tel No

DOB: Age: YP:

Sex: ExIB: DP:

CAG 1

Office More

Adviser: Quals/Assmt NewInt

Emp Status:

Status:

Qlfy Prds

Pension Credit: Credit Date:

Parent: Children:

New Initiative

JP Exit

5. Setting an appropriate review date If the potential participant is exempt or deferred and informing the claimant of the decision.

6. Considering them for LTU once that date matures.

4. If the work coach identifies that the potential participant isn't excluded, exempt or deferred, you must mandate them to the WHP and discuss the following:

1. Explain the nature of the provision as follows:

the Work and Health Programme starts from when they take part in the first meeting with the provider. They support them for up to 456 days (15 months), even if their benefit changes. If they find a job the provider can support the claimant for up to 182 days (six months). Taking part in the programme (including any period of in work support) cannot be longer than 639 days (21 months).
the aim of the provision

	<p>that participation is mandatory but make it very clear that the WHP has limited places and they may not be allocated to WHP</p> <p>provide information about the provider</p> <p>explain the details of 'In-Work' support</p> <p>outline their responsibilities whilst on the provision</p> <p>explain to the potential participant that if they disengage from the WHP their benefit will be affected</p> <p>once started on the WHP or PSC (PSC is the WHP delivered by the Jobcentre and is only applicable to certain areas), they will not be able to access any other DWP provision during the time on the programme</p> <p>if they start work they may be eligible for support under the Access to Work scheme</p>
2.	<p>Highlight the benefits of the WHP. Key messages you may want to include in the conversation are:</p> <p>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)</p> <p>WHP can help them if their disability is having an impact on them finding a job</p> <p>WHP will help them improve their skill set and provide the right kinds of training to get a job</p> <p>WHP provider can give them extra help and support</p> <p>WHP will help them write an action plan mapping out the manageable steps to take to help them move towards employment</p> <p>WHP will continue to support them through the early stages of employment</p> <p>WHP will pay for travel, childcare, replacement care and additional support costs whilst the Participant is on the WHP</p>
3.	<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>

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

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

If you want to see what DWP may share with your Work and Health Programme provider please ask your work coach for this information.

You can also ask for a copy of your data, by making a Right of Access Request at www.dwp.gov.uk/privacy-policy (link is external).

4.

In PSC districts, tell them they may or may not get allocated a place on WHP or PSC. This is because there are limited places available. PSC is the WHP delivered by the Jobcentre.

PSC is only available in 4 districts which are:

Lincolnshire, Nottinghamshire and Rutland

Leicestershire and Northants

Dorset, Wiltshire, Hampshire and the Isle of Wight

Devon and Cornwall

Note:

Note: DWP will evaluate the impact of the WHP using a Random Control Group (RCG). This means comparing the outcomes of participants who receive the programme with those who do not.

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.

Further information can be found in **The Random Control Group (RCG)** section.

5. Throughout the interview, you must consider whether the potential participant **requires support in understanding and accessing WHP services**.

6. After you have shared information about WHP, you must;

Step	Action
1.	Set the 'Pilot' marker in the Labour Market System (LMS). You must use the 'WHP LTU Interview Booked' option.
2.	Record the interview outcome on LMS with the relevant status.
3.	Close the interview in LMS by using the option in the 'NActn' tab.
4.	Do not make a referral to WHP yet. Go to the ' Mandatory work coach actions in DCAMs ' chapter and follow the instructions there.

Excluded, Exempt and Deferral reason tables

Excluded

The potential participant is in paid employment
The potential participant is on the WHP, and or has previously completed the WHP Note: If the participant is on the Work and Health Programme on a voluntary basis, the work coach must identify whether they have disengaged from the programme. See: Disengagement
The potential participant is in the Random Control Group (RCG) for the WHP

The potential participant:

does not have the right to reside in the United Kingdom (UK)

does not have has the right to work in the UK

is not resident in England or Wales

Exempt

Temporary Exemptions

Victims of domestic violence are exempt from the WHP for the period the circumstances remain relevant. This will be kept under review by the work coach by setting a review for 13 weeks in line with current processes.

Potential participants who are homeless; this will be kept under review by the work coach in line with the relevant condition ality guidance.

Potential participants with a **drug or alcohol dependency**(link is external) while they engage in a structured treatment programme for up to 6 months. Depending on their circumstances, these potential participants may be exempted.

Potential participant is already participating in a Department for Work and Pensions (DWP) provision. Set a review for when the provision is completed.

Potential participants serving community sentences may not be able to participate in the WHP as required. The exemption should be reviewed in line with current practice.

For example, whether attendance on the WHP puts them in breach of their **community sentence**.

Potential participants with basic skills needs should not be referred until the basic skills need have been met. Set a 6 month review.

Open Ended Exemptions

Potential participants who are pregnant and within 3 months of their Expected Date of Childbirth (EDC). However, these could still volunteer for the WHP.

Deferred

Where potential participants have moved between conditionality groups and whose circumstances have changed. For example have had a break in claim due to work or sickness.

See: example five

Potential participants who are close to employment and the work coach decides they could move into work within 3 months with further support from JCP.

Potential participants, whose circumstances mean they will not be able to participate in WHP as required, for example those with long periods of hospitalisation confirmed for the near future.

Potential participants who have known circumstances and changing conditionality groups For example those who have broken a limb.

Other - To be used when none of the other deferral reasons apply but the work coach is confident the potential participant will flow off benefit or will meet the exemption criteria within the 90 days deferral period.