

Topic 6

Identify, Discuss and Make Work Preparation Referrals

V7.7



Aims and Objectives

This module aims to explain how to identify and discuss referrals to provision and locally funded support and matching and submitting claimants when required. It also aims to explain how to use LMS and WSP.

By the end of this topic, with the aid of any reference material, you will be able to correctly:

- identify and discuss Work Preparation Action requirements with claimants, including Work Programme
- make appropriate and relevant Work Preparation Action referrals

Overview

The claimant is required to actively seek and be available for work. You will have the option to search Universal Jobmatch with the claimant's permission to review details of their job goals, skills and experience. You will also have explored these areas in your discussion during the interview.

You will be required to identify and discuss referrals to provision and locally funded support, matching and submitting claimants when required.

You will also consider mandatory and voluntary referrals to Work Programme/Work Choice and whether deferral or exemption is appropriate, if requested.

Identify Skills Gaps and Referral Opportunities

Select enter to reveal further information:



Slide 4

Identify Skills Gaps and Referral Opportunities

Select enter to reveal further information:



You will explore areas such as the creation and maintaining of a CV, interview skills, ability to demonstrate skills to an employer in an interview, completion of an application form, creation of a covering letter, personal confidence levels, basic skills, IT skills, what skills the claimant used in their last job, missing or out of date qualifications required by local employers, upskilling to meet this need.

You will check Labour Market System (LMS) for previous referrals to provision if appropriate.



Identify Skills Gaps and Referral Opportunities

Select enter to reveal further information:



The labour market regime will operate within the Universal Credit conditionality framework but will function broadly as now, that is, a similar regime focusing on broadly comparable claimant groups. This means retaining the main focus on out-of-work claimants.

After discussing and reviewing skills with the claimant. You should determine whether the claimant has a skills gap. If no skills gap exists you should enter a note on the Notes tab of the Claimant Record screen in WSP. The note should state that the discussion has taken place and that no skills gap was identified.

If a skills gap is identified you should either search on WSP or check the District Provision Tool (DPT) for suitable provision for the claimant's needs.

For claimant's in the All Work Related Requirements group any referral made to provision is mandatory or has mandatory elements.

Identify Skills Gaps and Referral Opportunities

Select enter to reveal further information:



Slide 7

You should check the claimant is eligible for the provision, this will include checking to see if the claimant has any additional needs or qualifying criteria that entitles them to early entry.

Where more than one opportunity has been identified you will sell the benefits and discuss factors including: location, required attendance, travel arrangements, hours of course, health conditions, childcare, reasonable adjustments, outcomes of provision (for example, qualifications).

If a suitable referral opportunity is identified you should make the referral and record as a Work Preparation Action on the Claimant Commitment.

If no suitable referral opportunity is identified you should consider Low Value Provision (LVP), the Flexible Support Fund, any non-DWP funded provision available locally, and signposting.

Work Preparation Action Provision Referral

Mandatory for all claimants in the All Work Related Requirements group.

Claimants must be referred to the Work Programme at the appropriate point in their claim,.

Elements of the work related provision still become mandatory even if provision is voluntary

Claimant may also volunteer for early entry to the Work Programme where eligible

Be aware of any restrictions for Multi Agency Public Protection Agency (MAPPA) claimants. Telephone call to the provision provider is imperative.

Voluntary Work as a Work Preparation Action

Promote the benefits of voluntary work during all interviews with Claimants

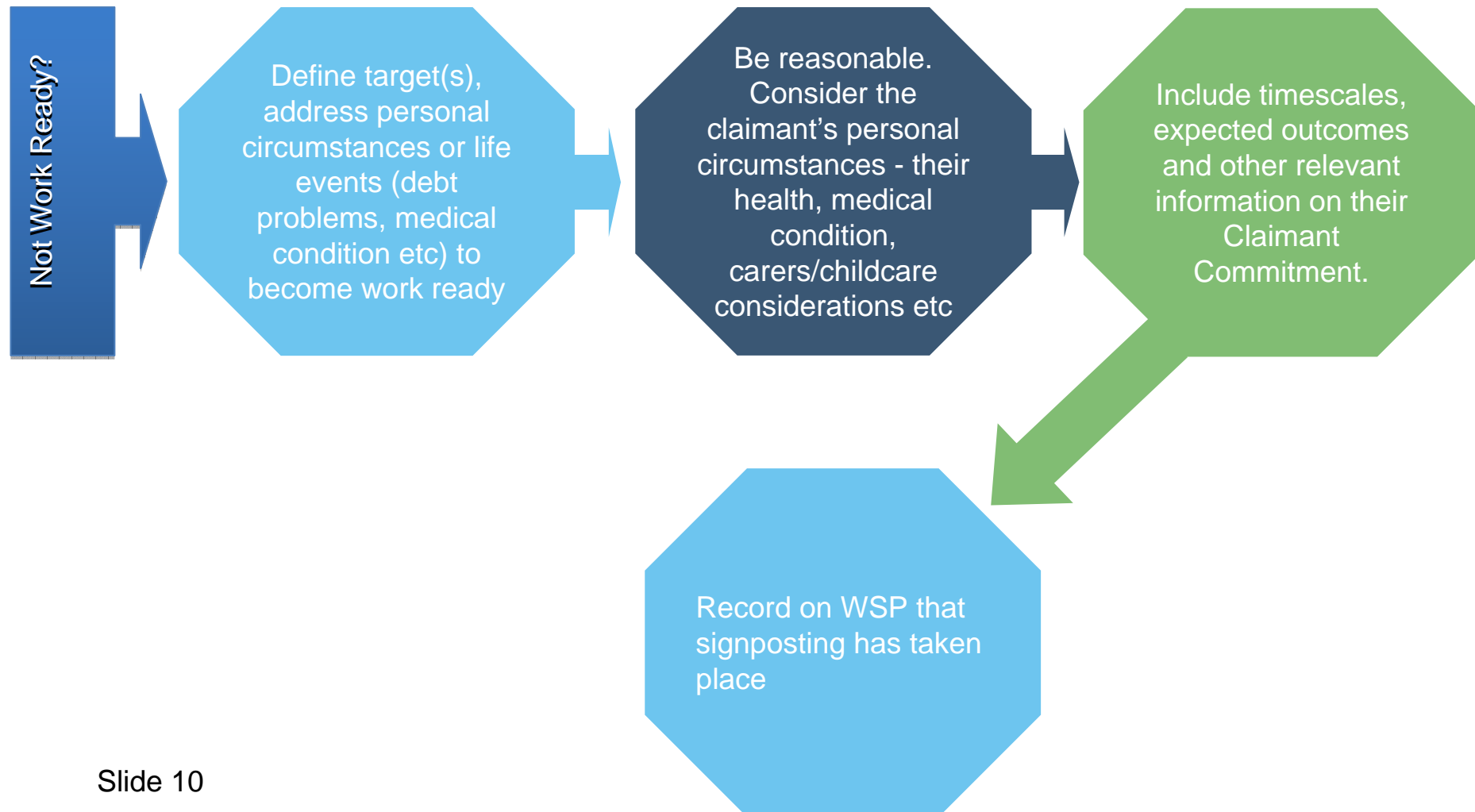
Especially those who are not supported by the availability of mandatory provision.

District Employer and Partnerships teams will update the District Provision Toolkit or local equivalent /Directory.

Encourage Claimants to approach charities themselves or to contact a local volunteering organisation.

Record claimant's intention to seek voluntary work on WSP in Other Work Related Activities (non mandatory).

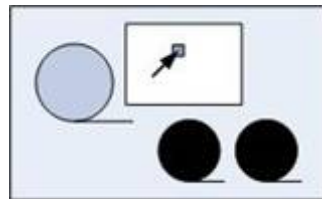
Signposting



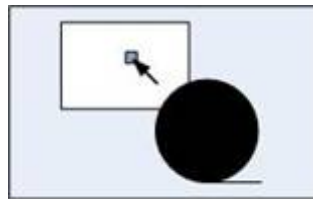
Recording Signposting or Help for a Claimant

You will now have the opportunity to practice recording signposting or help for a claimant. You are starting from the claimant's record within WSP.

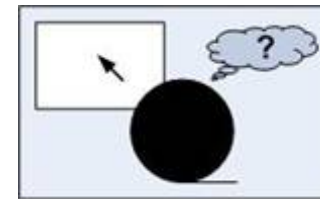
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



See It

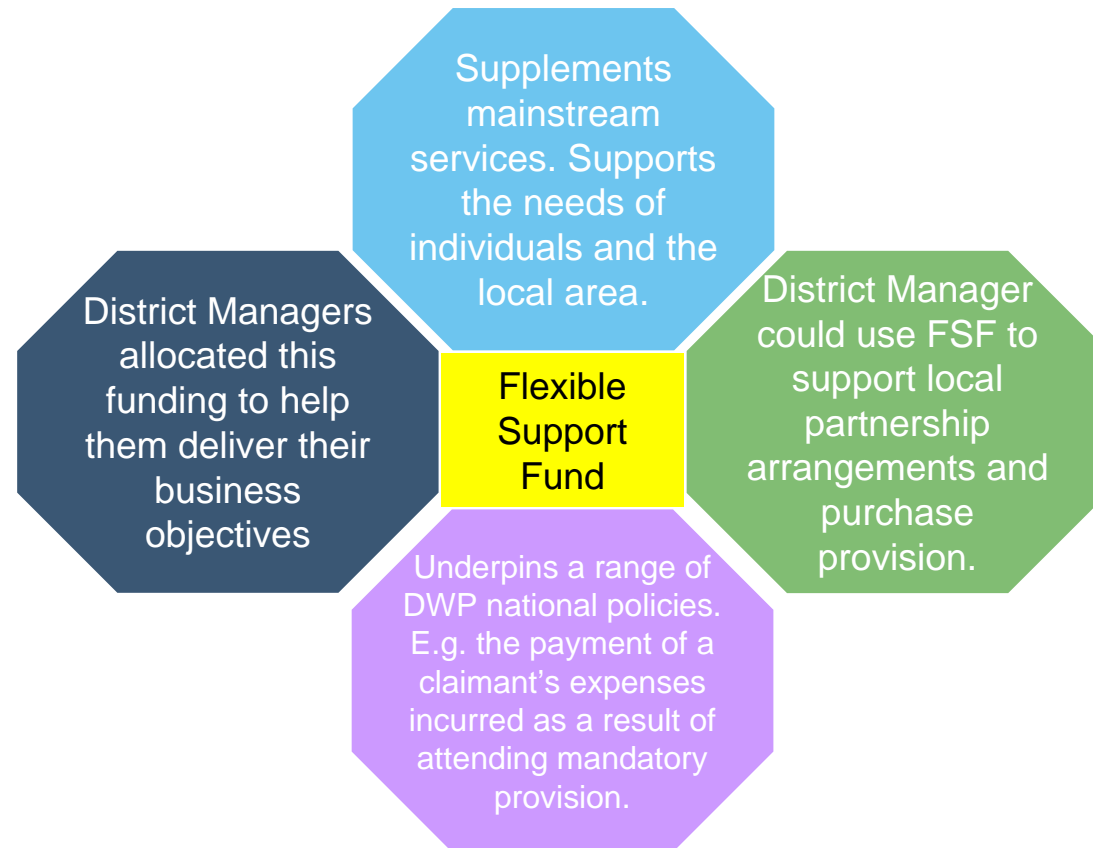


Try It



Know It

Flexible Support Fund



Claimant Meets the Criteria to Access the FSF

Until information on LMS has been migrated to WSP it might be necessary to check back through all the notes on all your recording systems

You must check LMS in every instance - there may not be a previous LMS record for the claimant though.

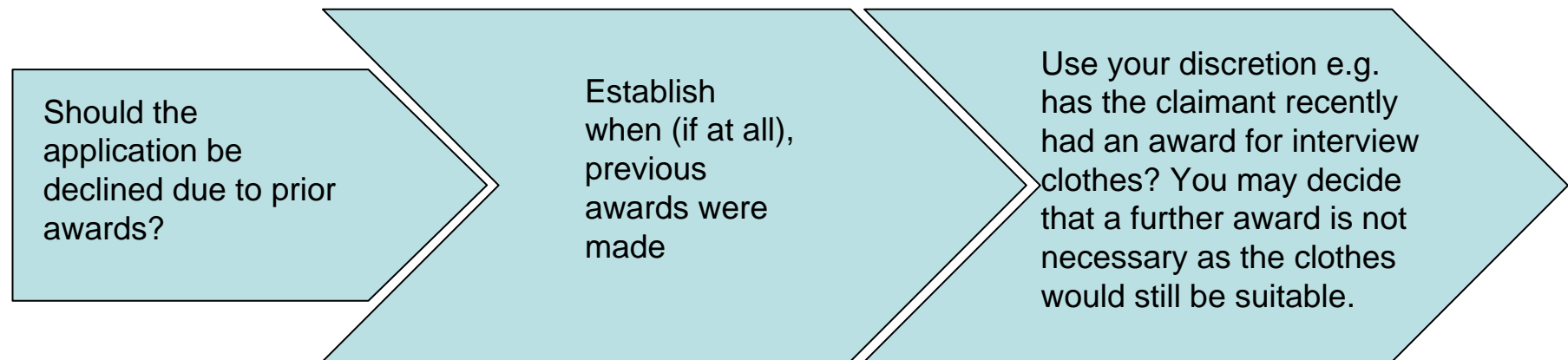
Prior awards of Flexible Support Fund paid to the claimant?

Check WSP notes and the Labour Market System (LMS) Adviser Discretionary Fund (ADF) awards "Hotspot"

Challenges to work?

Check that there are no duplicate awards for goods or services already recently acquired for the claimant (interview clothes etc) - local policy may dictate a threshold here.

Claimant Meets the Criteria to Access the FSF



FSF Application Not Declined and Evidence Provided

If the application is not declined and there has been sufficient evidence provided to support the application take the following action:

- inform the claimant that an award is to be considered
- consider the evidence
- complete relevant form/forms with the claimant and obtain their signature
- sign the form yourself
- submit the form to the countersigning agent
- await the return of the form with the outcome
- The countersigning agent may recommend an amended offer. If they do not accept it you should take action as if it had been declined.

If sufficient evidence has not been provided inform the claimant to contact Universal Credit once the required evidence has been obtained. Flexible Support Fund cannot be paid without valid evidence.

FSF Award Declined or Approved

If the award is declined or approved you need to access Notes on WSP to record the outcome.

When the award is declined you must first explain the reasons to the claimant.

When returning the form the countersigning colleague/manager will explain the reason for declining or what amendments are required. For example they might consider that a lesser award would be sufficient to meet the need.

As well as checking national guidance you will need to refer to local policy for the District steer on the use of the FSF.

Recording Note of Outcome of an Application for FSF

You have already:

- checked for any previous FSF awards (within the ADF Hotspot) in LMS
- checked recorded notes for previous FSF awards in WSP
- given consideration to the application
- completed the application with the Claimant and obtained a countersigning signature to authorise the payment (where this is the correct course of action for the decision)

You will now

- input a note to record a claimant application, and the decision outcome for FSF. This note will be made in the general Claimant notes consideration to the application
- a manual spreadsheet will be required to record the FSF application and payment.

Recording Note of Outcome of an Application for FSF

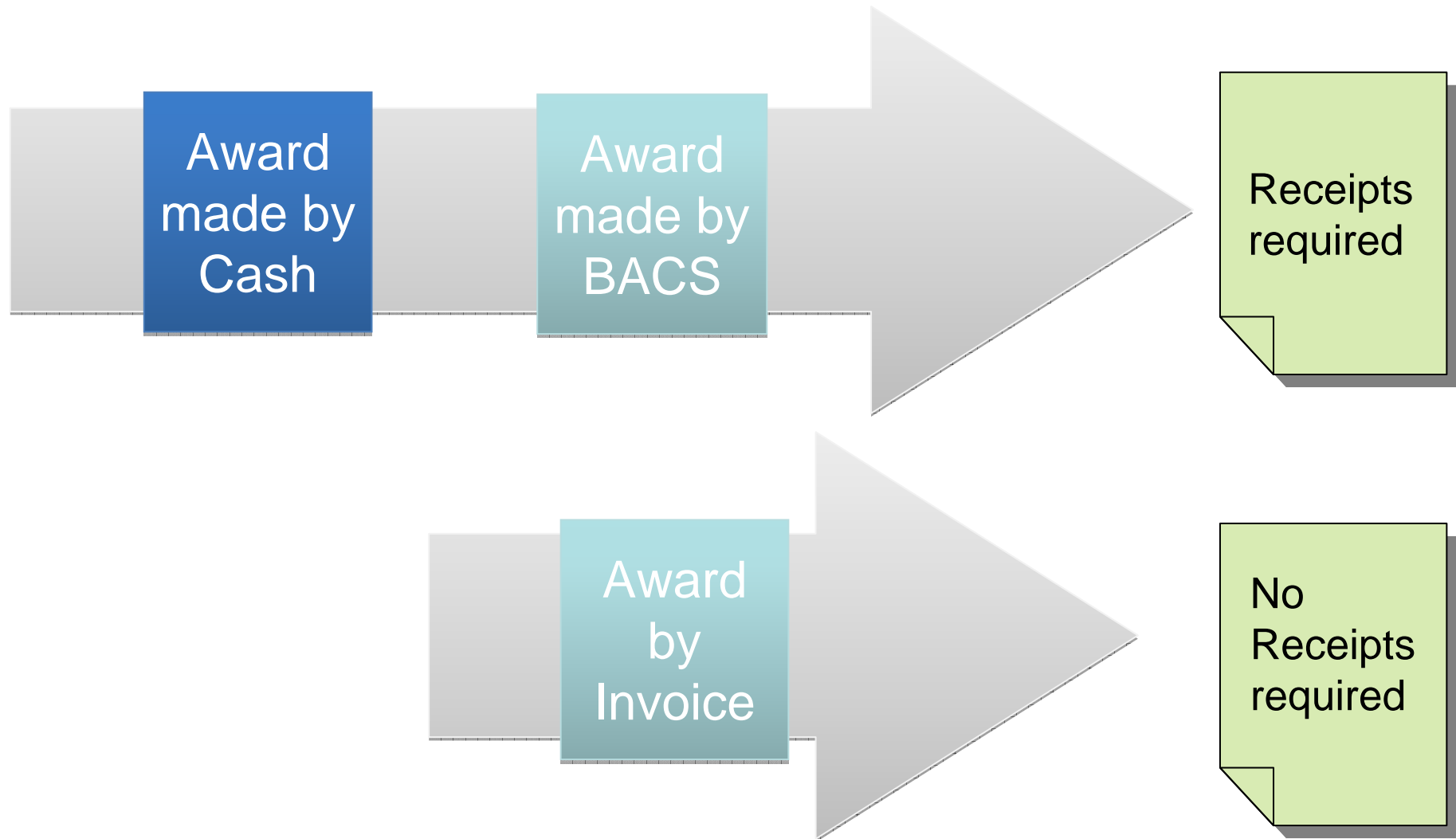
Start your note with either:

- 'FSF Award Application, Agreed'
- 'FSF Award Application, Declined Criteria Not Met'
- 'FSF Award Application, Declined Due to Prior Award'

Then enter other details about the application:

- Date application made
- Reason for application (e.g. to attend interview)
- Required item (e.g. trousers, shirt)
- Amount applied for
- Amount agreed (if applicable)
- Date payment made (if applicable)
- Reason application declined

FSF Award Approved and Receipt Required

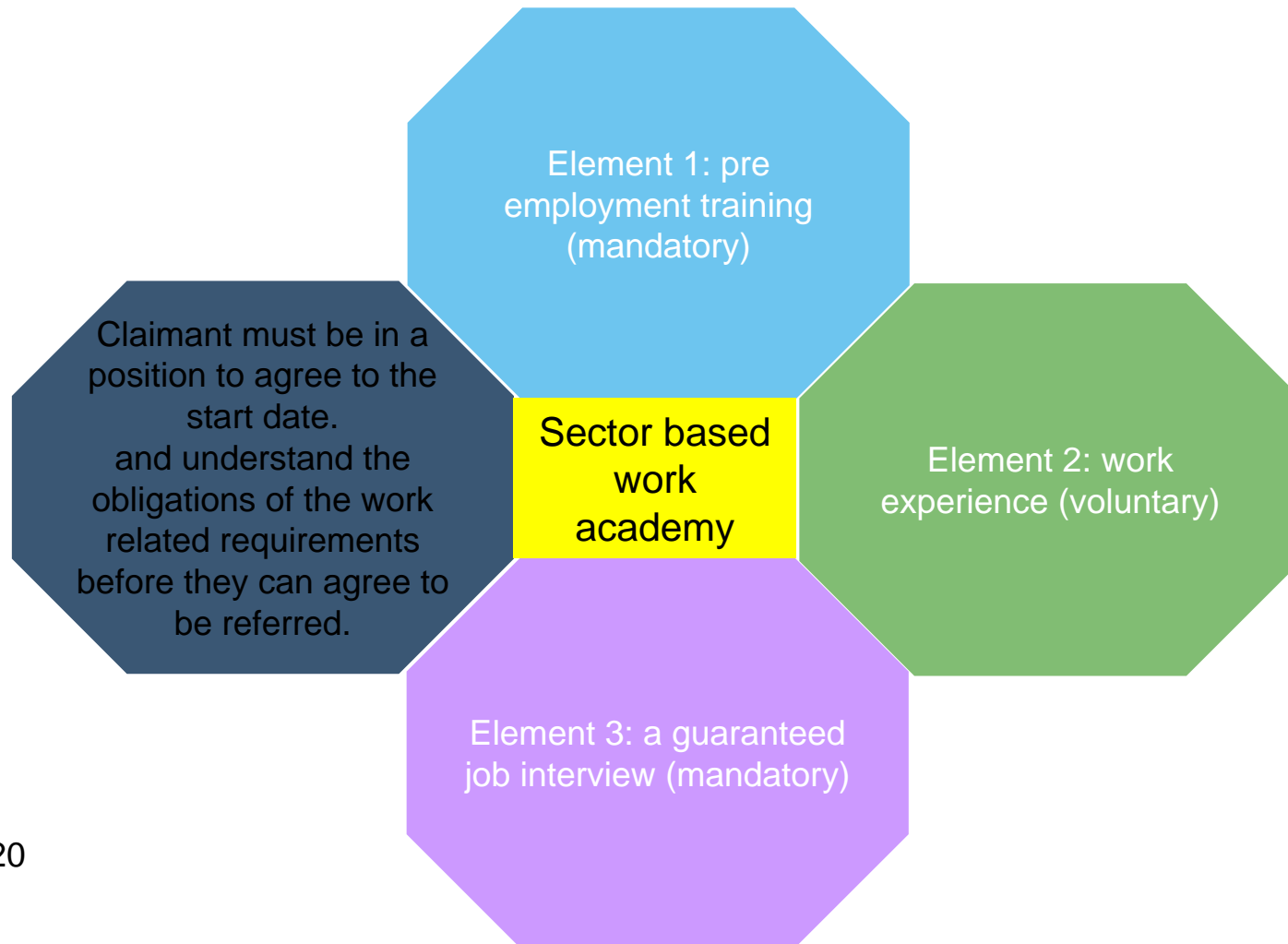


Slide 19

A 14 day task will be set to contact the claimant as appropriate, if no receipts have been received.

Voluntary Referral to Sector Based Work Academies

Refer a claimant to provision immediately bear in mind that their individual circumstances may require a referral at a later date



Voluntary Referral to Sector Based Work Academies

Establish with the claimant when the referral can be made. A referral may be made:

- immediately
- at a later

Normally you would refer a claimant to provision immediately, however there may be certain circumstances when a referral at a later date is required. This date can be determined, in discussion with the claimant, taking into account individual circumstances, for example holidays, hospital appointment, job interview.

For Universal Credit any work related requirements that are included on the Claimant Commitment will be mandatory. Signpost a claimant to any work related requirement that is not mandatory.

Outcome of a Voluntary Referral to SBWA Offer

Referral at a
later date with no
mandatory
elements agreed

Referral
immediately with
mandatory
elements agreed

Referral
immediately with
no mandatory
elements agreed

Referral not
agreed

Referral Immediately With Mandatory Elements Agreed

The Claimant must understand the implications of their work related requirements before they can agree to be referred.

The details of the work related requirements are gathered via the District Provision Tool (DPT).

Inform the claimant that they must comply with work related provision and direct them to their copy of the Claimant Commitment which explains the consequences of failing to comply.

Referral Not Agreed

If a claimant does not agree to a referral, input this onto WSP.

Referral at Later Date - No Mandatory Elements Agreed

Where a claimant agrees to referral to sbwa at a later date:

- discuss the referral with the claimant
- explain the consequences of not completing any mandatory elements
- confirm the claimant has agreed to attend but at a later date
- set a task on WSP to review the referral.

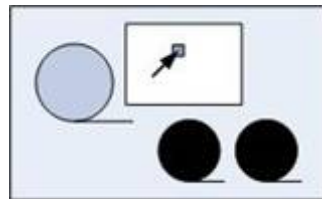
Provider, Provision or Specialist Support Search on WSP

You are now going to take the necessary action to search for a Provider, Provision or Specialist Support.

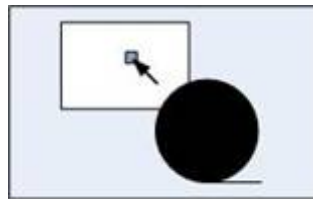
Search for Provisions, Providers or Specialist Source

You will now have the opportunity to practice Searching for Provisions, Providers or specialist sources for the claimant. You are starting from the claimant's record within WSP.

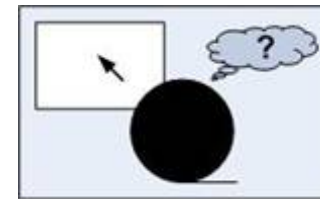
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



See It



Try It



Know It

Work Programme Referral - Checking for Linking Periods & Previous Work Programme referral information

When considering the due date for mandatory Work Programme referrals you must:

- check LMS for any linking periods.
- check LMS to see if the hotspot is Pre-WP or WP Eligible - only when the hotspot reaches this stage can they be referred to Work Programme provision.
- If the hotspot is WP-Postponed, the claimant has a deferral of exemption recorded postponing their entry to the Work Programme.
- check WSP notes field for any historical WP information to prevent inappropriate (second) referrals to WP

If any of the following are displayed on LMS then you **must not** make a referral to Work Programme on WSP:

- WP-Participant –the claimant has been referred to Work Programme provision
- WP-Complete – the claimant is no longer participating in the Work Programme
- WP-Repeater (Participant Returner)

Checking for Linking Periods

In LMS information about previous claims can be found by checking the Qualifying Periods red icon which shows past periods of claim or by checking the claim date hotspot

The start and end dates are now input on WSP

The next slide shows where this information is input

Linking Periods – WSP Action

The screenshot shows the 'Claimant: New' form in Microsoft Dynamics CRM. The form is divided into several sections: 'General', 'Claim', 'Personal', 'Contact Details', 'Child Information', 'Job Goals', 'Availability', 'Employment History', 'Intervention Regime', 'Appointment History', 'Notes', and 'Administration'. The 'General' section is currently active, showing fields for Title, First Name, Last Name, Middle Name(s), Known As, Employment Status, Conditionality Group, Contract Type, and Contract Sub Type. The 'Claim' section is also visible, containing fields for Linking Claim Start Date, Previous Claim Start Date, Claim Date, Linking Claim End Date, Previous Claim End Date, and End Date. Two blue callout boxes with arrows point to the calendar icons next to the 'Linking Claim Start Date' and 'Linking Claim End Date' fields. The first callout box contains the text: 'Select calendar icon next to 'Linking Claim Start Date' field. Insert the start date in this field.' The second callout box contains the text: 'Next, select calendar icon next to 'Linking claim end date' field. Insert the end date in this field.'

Select calendar icon next to 'Linking Claim Start Date' field. Insert the start date in this field.

Next, select calendar icon next to 'Linking claim end date' field. Insert the end date in this field.

Determining Whether Deferral or Exemption Appropriate

Is something preventing your claimant being referred to the Work Programme?

Determine whether it is a deferral or an exemption.

Use discretion when determining deferral and length of deferral/exemption.

Book a specific Work Programme Referral Interview as soon as possible if the claimant is to be referred to the Work Programme.

Checking Conditionality Group and LMS

Before booking a Work Programme Referral you must check which work related requirement group the claimant belongs to, by reading the Conditionality Group field on the general tab of the claimant record in WSP.

The Conditionality Group within the general tab is displayed by default when you first enter a claimant record.

You need to know the Work Related Requirement Group of the claimant in order to establish whether the reason for deferral given by the claimant is valid.

You must read Notes to determine whether the LMS record has been manually migrated to WSP. If the WSP record is empty you will need to check LMS for previous deferrals or exemptions. Check the Work Programme hot spot on LMS for any previous deferrals or exemptions.

Checking LMS and WSP

Take note of the length of previous deferrals/exemptions in order to calculate the length of any future deferral or exemption.

WSP will mirror LMS once it holds a deferral.

Be mindful of the length of the deferral period when considering further deferral.

Double check LMS If no referrals are held on WSP. If a deferral is held in LMS, it is expected that this will be noted accordingly in WSP.

From the details obtained from either WSP or LMS, if there was a prior deferral calculate if the 90 day limit will be exceeded if the new deferral is agreed.

Deferrals must not exceed 90 days from date of Work Programme eligibility. LMS currently interrogates previous system held deferrals to determine whether each new deferral meets the 90 day rule.

WSP will make the same calculation with the information held on the initiatives screen but you will have to make a manual calculation taking into account migrated LMS data.

If a claimant has exceeded 90 days a further deferral cannot be considered and the claimant will be mandated to the Work Programme.

Exemptions are not considered in this rule and therefore will always be accepted.

Work Programme Exemptions

You will need to record an exemption when it is identified that the:

- claimant is participating in Work Choice
- claimant is already participating in Work Programme and the original referral was made on LMS

Identification of LMS referral cases will be made during manual migration of information from LMS to Work Services Platform (WSP) and will be recorded in claimant WSP notes.

This is because it will not be possible to change the WSP marker to show that the claimant is already participating in the Work Programme.

If the Claimant is participating in mandatory Work Preparation Actions this will have been identified either during manual migration of information from LMS to WSP or during consideration of referral to Work Programme.

It is essential that exemptions are recorded in the above cases as WSP will allow you to record a referral to Work Programme even if the claimant is participating in Work Choice or mandatory Work Preparation Actions. If the claimant is referred to the Work Programme again on WSP in error it will result in payment of duplicate provider fees and take up valuable staff time to withdraw the referral.

Deferral Appropriate

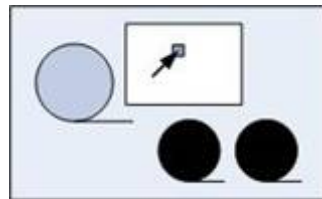
You are now going to take the action required on WSP to defer a referral to the Work Programme.

When recording information about the Work Programme you will select 'Initiatives' from the navigation menu on WSP. All other types of referral are made by selecting 'Provisions' from the navigation menu.

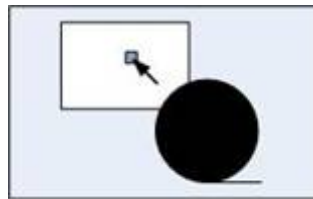
Deferring a Referral to the Work Programme

You will now have the opportunity to practice Deferring a referral to the Work Programme .
You are starting from the claimant's record within WSP.

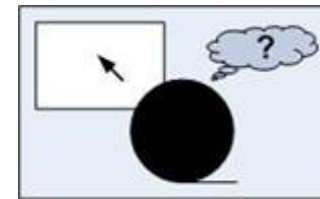
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



See It



Try It



Know It

Deferral Appropriate

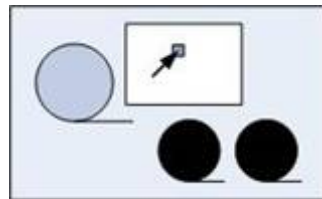
You have now completed the walk through deferring the referral. WSP does not update Work Programme status when a deferral is recorded. It will continue to show Pre-Work Programme.

When a deferral has been recorded and the end date is due to mature, when you access the claimant record, WSP will prompt you to make a referral. You do not need to set a further task to follow up the deferral at a later date.

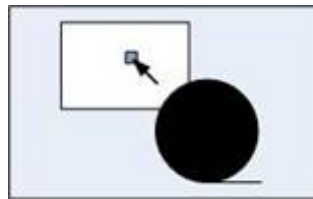
Exempt a Work Programme Referral

You will now have the opportunity to practice Exempting a Work Programme Referral. You are starting from the claimant's record within WSP.

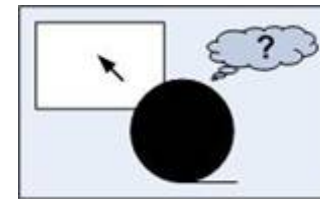
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



See It



Try It



Know It

Exemption Appropriate

You have now completed the action required to exempt the referral.

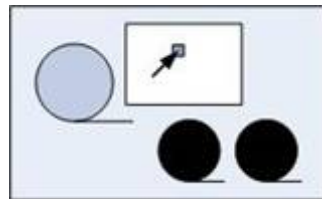
You should explain to the claimant that an exemption has been agreed and a date when this decision will be reviewed then continue with interview.

WSP does not update Work Programme status when an exemption is recorded. It will continue to show Pre-Work Programme.

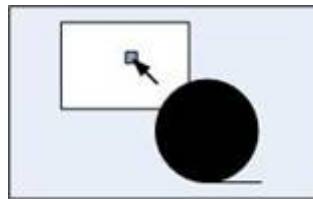
Refer a Claimant to the Work Programme

You will now have the opportunity to practice Referring a claimant to the Work Programme. You are starting from the claimant's record within WSP.

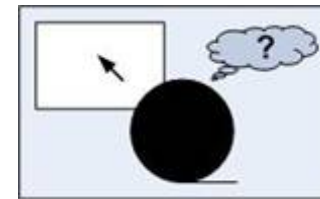
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



See It



Try It



Know It

Contacting the Work Programme Provider

Record in **Notes:**

Unable to speak to Work Programme Provider at point of referral. Contacted Third Party Provision Team on xx-xx-xx regarding contact issue and asked them to follow up. UCPR1 completed and sent.

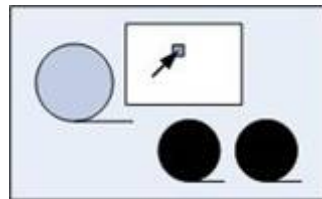
For WP returners making a new claim to UC complete and send a WP07b on the day of the Initial Work Search Interview to notify the Provider of a new claim to UC. This ensures the claimant returns to the Work Programme and receives effective support under UC systems and processes.

A UCPR1 **must** be completed and sent on the same day the referral is made by 1st class post.

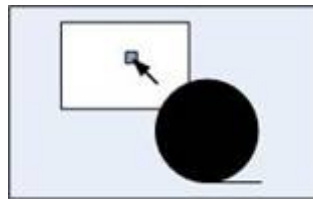
Referring a Claimant to Work Related Provision

You will now have the opportunity to practice referring a claimant to Work Related Provision. You are starting from the claimant's record within WSP.

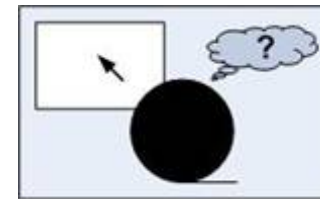
Select 'See It!' for a demonstration, 'Try It!' for a guided walkthrough, or 'Know It!' to practice on your own.



See It



Try It



Know It

Claimant Refuses Mandatory Referral

There may be occasions when you have discussed work related requirements (including referral to Work Programme) with the claimant and decided to make a referral that becomes mandatory

Claimant has refused and has not provided good cause

You must still make the referral on WSP.

Direct the claimant to their copy of the Claimant Commitment

Explain what level and period of sanction this refusal could incur

Send Referral notification to Provider the same day as referral made

Types of Claimant Referral Notification Letters

You will need to issue any relevant notification letters to the claimant.

There are several different notification letters depending on the type of referral being made. You should identify which one is required:

- Work Programme
- Mandatory Work Activity
- Sector based work academy
- Work Experience
- Skills Conditionality (Mandatory Requirements to Work Related Requirements)

Claimant Referral Notification Letters

Type of Referral	Letter Template
Work Programme	Ltr. Notification of referral to Work Programme
Mandatory Work Activity	Ltr. Mandatory Work Related Activity
sector based work academy (sbwa)	Ltr. sector based work academy
sbwa less than 16hrs Guaranteed Job Interview (GJI)	Ltr. sbwa under 16hrs GJI
sbwa 16-30hrs Pre Employment Training Programme no GJI	Ltr. sbwa 16-30 hrs

Claimant Referral Notification Letters

Type of Referral	Letter Template
sbwa >16hrs GJI	Ltr. Sbwa 01c under 16hrs no GJI
Work Experience	Ltr. Work Experience referral
Skills Conditionality Interview	Ltr. Skills Conditionality Interview and start
Skills Conditionality Notification of Start	Ltr. Skills Conditionality Referral and start
Skills Conditionality Combined Interview and Start	Ltr. Skills Conditionality Interview and start

Claimant Referral Notification Letters

Type of Referral	Leaflet No.
WP Referral – Voluntary leaflet	Ltr. Notification of Voluntary Referral to Work Related Requirements
WP Referral – Mandatory leaflet	The Work Programme, when you must take part

Claimant Referral Notification Letters

When issuing a Referral letter to a claimant you must follow the following process:

Open the template and complete Claimant, Appointment and Provider Details

Print off completed template and accompanying information / leaflets

Issue these to the claimant – either face to face if during interview, or by post

Note WSP “general Notes screen” that the letter has been issued

Notifying the Claimant

Noting the WSP that a letter has been issued will be accepted as proof that a notification has been issued.

This is a requirement for possible future DMA action.

Guidance can be found at:

Home>> FLDM (DMA)>> Guidance>> Decision Makers Guide>> Decision Makers Guide (DMG) - By Volume>> DMG Volume 06 Jobseekers Allowance and Income Support para 34831.

Types of Provider Referral Notification Letter

There are several different notification letters depending on the type of referral being made. You should identify which one is required:

- New Enterprise Allowance
- Local Provision
- PRaP referral

The notification sent for a PRaP referral (UCPR1) is a document which will include information about claimant aims, preferred hours and any special arrangements the claimant requires such as a translator or accessibility requirements.

Provider Referral Notification Letters

New Enterprise Allowance

Data Sharing Consent Form

- This form is signed by the claimant

FM NEA Referral Template

- After completion this form along with the Data Sharing Consent Form is forwarded to the Provider

Local Provision

FM Referral to Provider Form (parts 1 and 2)

- After completion this form is posted to the Provider

PRaP Referral

Form UCPR1 - Additional Information for PRaP referrals.

- Form UCPR1 is completed for every claimant referred to the Work Programme, Mandatory Work Activity and Work Choice and sent to the Provider on the same day that a new referral is made.

A copy of all Provider Referral forms must be sent to MOU for scanning into DRS.

Slide 51

Summary

In this topic you have learned how to:

- identify and discuss Work Preparation Action requirements with claimants, including Work Programme
- make appropriate and relevant Work Preparation Action referrals