

Caseloading Workbook

Topic 02 – Caseload Types

July 2014

V6.0

Timing

It will take 15 minutes to complete this topic.

Learning Objectives

When you complete this topic you will be able to explain how caseloads are used in Work Search Interviews.

Learning Points

This workbook covers the types of caseload for customers claiming:

- Jobseeker's Allowance
- Incapacity Benefit, and Employment and Support Allowance
- Income Support
- as a partner; and
- as a claimant with a disability.

What you will need...

To complete this learning you will need access to a PC for Intranet use.

Types of Caseloads

It is important that you find out what types of caseloads your office operates and how the referral systems work.



Note down the different caseloads you know about in your office, and how each one operates.

How Caseloads are handled / managed will differ according to the needs of the claimant and their benefit regime.



Post Work Programme Support (PWPS)

Further caseloading support is in place for Jobseekers Allowance (JSA), Universal Credit (full conditionality) and Employment and Support Allowance (ESA) claimants who have reached the end of their time on the Work Programme (WP) and have not found work.

All claimants returning from the WP have a Work Programme Completer Interview (WPCI), which is a full diagnostic interview to decide on the appropriate next steps to be taken.

From 28 April 2014, JSA claimants have support from the Help to Work (HtW) package based on their individual circumstances. The HtW package is an intensive offer of flexible and personalised support that is comprised of three elements:

- Mandatory Intervention Regime (MIR).
- Daily Work Search Reviews (Daily WSR)
- Community Work Placements (CWP)

The MIR delivers all of the employment support measures through the Jobcentre Plus Offer, plus increased Work Coach interviews for at least 26 weeks.

Within the MIR option Work Coaches have up to eight weeks to assess whether one of the other HtW options is more appropriate.

Daily WSR lasts for up to 13 weeks and will be phased in from April to December 2014.

CWP is mandatory and available from the end of May 2014. It comprises a 30 hour placement of community benefit, plus provider led supported work search of up to 10 hours per week and lasts for six months.

Claimants who complete Daily WSR and CWP will be transferred onto MIR for at least 26 weeks.

The HtW package will be introduced for UC claimants (subject to intensive work search requirements) from summer 2014.

JSA Claimants / UC Claimants (full conditionality) - Work Search Interviews

The only fixed interviews are:

- the Initial Work Search Interview (Initial WSI)
- Quarterly face to face Work Search Interviews until the claimant finds work, or is referred to the Work Programme
- regular Work Search Reviews; and
- the Work Programme Referral interview.

All other interviews with a Work Coach are Follow-up Work Search Interviews. There are no fixed stages at which these interviews take place. The Work Coach decides the frequency, duration and content of each Work Search Interview / Review, based on the individual needs and circumstances of the claimant.

All JSA / UC interviews are mandatory (with the exception of any Group Work Search Sessions).

Different types of caseload can be set up to help the Work Coach manage their time and resources more effectively.



Caseload strategies will be covered in more detail later in this learning.

Incapacity Benefit (IB) / Employment and Support Allowance (ESA) Claimants – Flexible Interventions

Some ESA claimants are mandated to the Jobcentre Plus Offer after the New Joiners Work Focused Interview (NJWFI) and are subject to Flexible Interventions.

Other ESA claimants and Incapacity Benefit (IB) claimants can volunteer for Flexible Interventions if they choose but this is not a mandatory requirement.



Further guidance on which ESA claimants are mandated to the Jobcentre Plus Offer and are subject to mandatory Flexible Interventions can be found on the Intranet:

Operational guidance >> Employment and Support Allowance >> ESA guidance for Jobcentres >> 05 Jobcentre Plus Offer >> 01 Overview - Introduction

Different LMS interview types for ESA Flexible Interventions record whether the interview is a mandatory interview or a voluntary one.

There are no fixed stages or trigger points for the delivery of Follow-up Work Search Interviews, Work Coaches will:

- diagnose individual customer needs
- assess the support required and available
- set the frequency, content, duration and method of contact; and
- decide whether to deliver the flexible intervention as a Group Information Session.

The decision should be based on the level of support that the Coach believes the claimant needs in order to move into work.

Work Coaches are expected to spend more time with claimants on ESA or IB where they judge that this is likely to result in a positive employment outcome. Interventions and activities should help the claimant become more work ready.

Different types of caseload can be set up by the Work Coach to help them prioritise and organise claimant contact according to the level of support and resources required.

Lone Parent (LP) Claimants

Lone parents claiming Income Support (IS) are required to attend and participate in a Work Focused Interview, and subsequent reviews.

In addition to the Work Focused Interview structure lone parents should be encouraged to volunteer for Work Preparation Support through the Jobcentre Plus offer.

If a lone parent volunteers to join a caseload, they will be offered additional help as part of the Jobcentre Plus Offer through Work Preparation Support



Further information can be found on the intranet:

Home page A-Z >> Full List of all DWP Operations
Guidance >> Get Britain Working >> Work preparation
support for lone parents partners and carers.

Disabled Customers and Claimants

Disability Employment Advisers (DEAs) caseload disabled claimants and customers with complex and substantial support needs.

These interviews are voluntary and a DEA customer may:

- be in receipt of benefit,
- not be receiving benefits; or
- be in employment.

Not all customers with a disability will require caseloading. For instance, a claimant who is long-term disabled but who has clearly adjusted to their disability, and is confident in dealing with their situation, may not require caseloading.

Customers appropriate to the DEA caseload will generally fall into one of the following categories:

- Recently disabled customers or claimants who are still adjusting to their disability.
- Claimants or customers who are seeking more suitable work, after leaving their last job due to their disability.
- Claimants or customers whose disability has recently worsened.

- Claimants or customers who need help to dispel unrealistic or restrictive attitudes towards their capacity for employment – if they are likely to respond to such help.
- Severely disabled claimants or customers who may require referral to specialist providers in order to access the labour market.
- Claimants or customers requiring help to overcome prejudices about a particular disability, such as epilepsy, visual impairment or schizophrenia.
- Claimants or customers who require equipment, support workers, adaptations to premises, help in getting to and from work, or other specialist help.



Further information can be found on the intranet under:

A-Z index >> A >> Advisory Services Team Site >> DEA (subsite) >> DEA Guidance (Related Links)

Partners

In addition to the Work Focused Interview structure partners should be encouraged to volunteer for Work Preparation Support through the Jobcentre Plus offer.



Further information can be found on the intranet under:

A-Z index >> P >> Partners >> Work Preparation Support for Lone Parents, Partners and Carers

Summary

In this topic you have covered:

- how caseloads are used in flexible interventions
- caseload strategies
- how partners and disabled people can be included in the caseload

End of Topic 02