Withdrawn

This publication is withdrawn.

This publication is no longer current. For referrals made from April 2017, read the New Enterprise Allowance phase 2 provider guidance.

New Enterprise Allowance live running memo

To: New Enterprise Allowance Providers

cc: Category Managers
Senior Performance Managers
Performance Managers

From: Change, Policy and Planning Division (CPPD)

Memo Serial Number: NEA LR 09 Date: 1 April 2016

Subject: Provider Guidance Changes following Contract Extension
Action: For information and action
Timing: Immediate

Background

From 1 April 2016 the New Enterprise Allowance mentoring programme has been extended. Following Contract Variations agreed with providers there have been changes to NEA Provider Guidance.

Summary and action

From 1 April 2016 the following guidance changes will apply ONLY in those CPAs where a Contract Variation has been agreed regarding the extension.

Initial Assessments via Telephone

2.05 An 'exceptional circumstance' could be where the face-to-face meeting has been arranged but due to circumstances outside the claimant and providers control (e.g. adverse weather conditions / travel disruptions) the meeting cannot take place on the agreed date or re-arranged within 10 working days of the telephone referral. In these circumstances alternative methods of communication (e.g. use of IT technology) can be considered / used.

Note: Where distance or length of time of travel is a factor, Initial Assessments may be conducted via telephone if no other options are available. This should be by exception and not the norm. This will only apply for referrals made from 1st April 2016.

MSL Change

Paragraph 8.08 Bullet point 2 from 1 April 2016 and only where a Contract Variation has been agreed will be changed to;

- Undertake 95% of Initial Assessments (IA) for participants referred onto the scheme within 10 working days of referral and the outcome recorded in PRaP within 15 working days of referral.

There is no change to the requirement to return a NEA1 feedback form to JCP within 2 working days of the IA for those claimants who Fail to Attend or Did Not Start following the Initial Assessment.

Further Information Contact Details

If you have any enquiries, in the first instance contact your Performance Manager.