

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Annex 3 – Inappropriate Referrals

- A3.01 You should advise the PRaP Operational Support Team (POST) and each Jobcentre with whom you work of your nominated SPoC as soon as possible. The SPoC will be used for all Jobcentre Plus contact including notifying inappropriate referrals.
- A3.02 A situation may arise where Jobcentre Plus identify that they have made a referral which is inappropriate. In these cases, there are processes to correct the error.
- A3.03 When an error is discovered by Jobcentre Plus, they will telephone your SPoC to advise you of what has happened. Upon receipt of this telephone call, you should take no further action with the claimant until further instruction is received from Jobcentre Plus.
- A3.04 Once advised by Jobcentre Plus of an inappropriate referral, you will then need to take the appropriate action on PRaP (see annex 5).

Ineligible referrals

- A3.05 There may be a small number of claimants who are referred to you and later turn out not to be eligible for ELR.
- A3.06 Jobcentre Plus will advise you as soon as the error is noticed, and will tell you the reason to use when ending the referral. This will depend on what action you have already taken. You will then need to take the appropriate action on PRaP (see annex 5).

If you suspect an inappropriate referral has been made

- A3.07 If you believe there has been an error with a referral made in PRaP, you should immediately inform your Jobcentre Plus SPoC who will inform you of the next steps.

Please Note: You must not cancel or reject a referral before speaking to the Jobcentre Plus SPoC as they will make the decision on whether a referral is incorrect.

Duplicate Referrals

- A3.08 There may be a small number of occasions where you receive a duplicate referral for a claimant. It is your responsibility to check the referrals you receive to ensure that you only receive one referral per claimant within one period of allotted time. Where a claimant has had a break in their benefit claim of 6 weeks or more, Jobcentre Plus may make a new referral to a PCA, starting a new 26 week period of allotted time. In this case you should already have been instructed by Jobcentre Plus to end the original PRaP referral.

- A3.09 If you do not receive notification from Jobcentre Plus to end a duplicate referral, you should contact your Jobcentre Plus SPoC to agree what actions should be taken
- A3.10 If you receive duplicate referrals, it is your responsibility to notify Jobcentre Plus immediately. Any Start Fees that are paid in relation to duplicate referrals will be recovered from you.

Referrals with a VAT recoverable status

- A3.11 PRaP has one opportunity set up for referrals of English as a second language. These referrals have a VAT status of exempt and PRaP has been set up to rate VAT as Nil on the invoices it creates.
- A3.12 Should you receive a referral where English is the first language (VAT recoverable) you should contact Jobcentre Plus immediately and agree the action to be taken to ensure it is removed from the PRaP system.