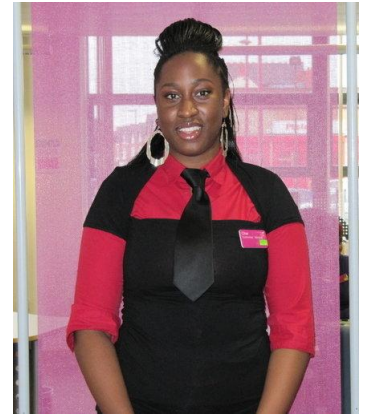


# Working together



## Jobcentre Plus Contracted Providers & Drug Treatment Providers

Increased support for customers in Drug Treatment  
An overview for Jobcentreplus Providers



jobcentreplus

Department for  
Work and Pensions

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# Background

- Jobcentre Plus and some of its contracted providers have been working formally with the drug treatment providers since April 2009 – we are now formalising this relationship further.
- Good progress has been made in referring clients to drug treatment and breaking down barriers within JCP and its contracted providers
- Recovery and reintegration is the cornerstone of Government drug strategy
- Employment is a core component of recovery - evidence shows that it helps sustain positive treatment outcomes
- More needs to be done to support clients in treatment to address their employment related needs

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# Benefits of Joint Working

- Once a customer is in treatment, we all need to work with drug treatment providers to ensure
  - that our customers understand what the requirements and responsibilities are for receiving benefit
  - that their employment and training needs are assessed and met as early as possible

This will give our customers the best chance of achieving their goals to lead a drug free future and get them back into work or training.

To help achieve joint working and sharing of information we have a new form....

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# TPR2

- TPR2 is a form completed by the Drug Treatment Provider (TP)
- It provides customer consent for sharing information with JCP and its providers and standardises the process
- TP will send it to JCP or where appropriate our contracted providers who deliver Pathways or FND stage 4 to tell us –
  - when a customer starts, leaves or returns to treatment;
  - what the customer's education, employment and training needs are, and;
  - when a customer would like to meet with their adviser to discuss their employment needs – this will be pre-arranged by 'phone.

# TPR2

JCP Logo

## Treatment provider referral form

To: Jobcentre Plus / Contracted Provider

From: Treatment Provider  
(name address and telephone number)

Drug Strategy referral  ESA  JSA  Other Benefit or Other Substance referral  Benefit not known   
(see completion notes)

### Part 1 Customer personal details (Treatment Provider to complete)

Title Mr  Mrs  Miss  Other

Surname  Date of Birth (in all cases)

Other names (In Full)  NI Number (if known)

Address  Current Contact Number

Post code

Treatment Accessed via Self referral  GP/Medical Professional referral  Jobcentre Plus/Provider Referral  Criminal Justice Referral

### Part 2 Employment, Education and Skill needs (Treatment Provider to complete)

Reason for referral  
(include employment goals, training and/or support required)

Personal Adviser Details (if known) Name:  Contact No:

### Part 3 Appointment Details (Treatment Provider to arrange by phone and complete)

Appointment required for: Customer to attend and discuss  Customer and representative of treatment services to attend and discuss

Appointment Date  Appointment Time

Appointment made with

Name of personal adviser

Name of treatment provider representative to attend

Contact Number (required in all cases)

Jobcentre Address

### Part 4 Customer consent (Treatment Provider to explain to customer and arrange completion)

I wish to attend a Jobcentre Plus/Contracted Provider adviser appointment to discuss the support available to help me move closer to work.

I give my consent for the named treatment provider representative, Jobcentre Plus or their contracted provider to:

- discuss and disclose information on my treatment care plan and information held by Jobcentre Plus or their Contracted Providers relevant to addressing my employment, training and education needs within and/or following my appointment.
- record on IT systems and share the information provided on this form for the purposes of confirming my attendance or non attendance.
- share decisions/agreements relevant to addressing my employment, education and skill needs with the named representative of treatment services if I choose to attend alone or where circumstances prevent the named representative of treatment services attending with me.

I give my consent for my treatment provider representative to inform Jobcentre Plus or their Contracted Providers if I exit treatment for any reason.

Customer's Signature  Date

Name (in BLOCK CAPITALS)

### Part 5 Appointment Attendance (Jobcentre Plus/Provider to complete)

Customer Attended  Customer Did not attend

### Part 6 12 Week Treatment Monitoring or Exit (Treatment Provider to complete)

Customer continuing treatment  Planned Exit  Unplanned Exit please follow up at next appointment

Copy for : Jobcentre Plus  Treatment Provider  Customer

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# Customer starts or returns to treatment

- Treatment providers (TP) will send form TPR2 to the nominated contact in JCP or to the contracted provider where the customer is a Pathways customer or a FND stage 4 customer.
- When the contracted provider receives form TPR2, they will annotate their own customer records with the appropriate information.
- The contracted provider will use the information on the TPR2 to inform their next steps with the customer and to update their action plan with the customer.
- The contracted provider must then notify JCP of all relevant information on the TPR2 using forms NFP (Pathway Providers) or FND4 (Flexible New Deal Providers) as appropriate.
- If the information received is an initial notification of drug use the contracted provider should also complete form DPA1 with the customer and forward this to the Jobcentre with the NFP or FND4 form.
- If no record is found, the TPR2 form should be returned to the TP noted accordingly – no record of receipt will be kept.

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# Three way employability review

- Treatment Providers can contact the agreed nominated person at the contracted provider to arrange a meeting with an adviser, customer and the TP key worker
- This will normally be at 12 week stage in the customers treatment journey, but a meeting could be requested at any point during treatment.
- The discussion will be around the customers ETE needs, their barriers to work and their aims and goals
- Where an interview is due with the contracted provider this can be used, otherwise an ad-hoc appointment will be necessary

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# Three way employability review

- Appointment is booked in line with the contracted providers usual processes with the customers allocated adviser.
- The agreed interview details should be recorded on the TPR2 by the TP and sent to the nominated person at the contracted provider who will pass to the relevant adviser ready for the interview
- The TP will give a copy of TPR2 to the customer

NOTE - The contracted provider adviser can at any time refer to Progress to Work (P2W), for additional specialist help

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# Customer leaves drug treatment

- Customer completes treatment (planned exit)
  - TPR2 is completed by TP and sent to JCP or our Contracted Provider
  - The adviser notes the customers record and notifies JCP using forms NFP (**Pathway Providers**) or FND4 (**Flexible New Deal Providers**) as appropriate.
  - The Provider Adviser should consider a referral to Progress to Work or other suitable support.
- Customer drops out of treatment (unplanned exit)
  - TPR2 is completed by TP and sent to JCP or our Contracted Provider
  - The adviser notes their records and notifies JCP using forms NFP (**Pathway Providers**) or FND4 (**Flexible New Deal Providers**) as appropriate.
  - The Provider Adviser should raise this at the next interview with the customer and establish if they would like to return to treatment

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# Next Steps

- ❑ Provider guidance has been amended to include this process.
- ❑ A JCP training package for drug treatment providers will be rolled out by DDCs
- ❑ Treatment Providers will be incorporating employment needs early on in the treatment cycle and this will form part of the treatment plan
- ❑ Contact details of JCP providers will need to be shared with TP Key Workers

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# Next Steps

- Local arrangements will need to be agreed such as
  - Who is the local contracted provider contact?
  - Who is your JCP contact?
  - Local links with Treatment Providers
  - Any questions?