**POLICY:**

**MANAGING DISENGAGED PARTICIPANTS**

1. **BACKGROUND**
   1. In line with ESF data guidance, all records where an enrolled participant is no longer actively participating in the project must have an exit date, even if the participant has disengaged from the project.
   2. Previously the West of England Works project has allowed individual partners to apply their own policies around withdrawing a participant from the project but The National Lottery Community Fund has confirmed that following discussions with the Managing Authority the project is now required to set a policy for all its partners.
   3. In order to ensure that each participant has an exit date the following policy should be used to determine the point at which a participant becomes classed as disengaged and should be withdrawn from the project.
   4. This policy document sets out how we plan to manage project withdrawal from this point forward.
2. **METHODOLOGY**
   1. The project will manage disengaged participant withdrawals through the application of the following methodology:
      1. At the point where a participant has failed to show up to their last pre-arranged 1:1 they will be classed as disengaged.
      2. The partner will make three attempts to contact the participant over a six week period in an attempt to re-engage them.
      3. If after this period the partner has not received contact from the participant the partner will send a letter to the participant confirming that they will be withdrawn from the project.
      4. All attempts to contact the participant will be recorded by the partner on the participant’s Annex I and any supporting evidence will be saved within their file.
      5. If contact can still not be made with the participant then the partner will complete the participant withdrawal form and save a signed copy in the participant’s folder or on the MI System.
      6. The partner will update the Annex L to include their exit date which is the last signed recorded activity that the participant has been involved in on the project.
      7. No participant expenses can be claimed after the exit date recorded on the withdrawal form.
   2. The project will manage participants whom request a withdrawal from the project without an outcome through the application of the following methodology:
      1. At the point where a participant has requested to be withdrawn from the project and the partner is confident that no outcome can be claimed for the participant the partner will complete the participant withdrawal form with the participant and save a signed copy in the participant’s folder or on the MI System. All sections of the form should be completed and if the partner wishes to add the reason why the participant is withdrawing from the project then there is a space to do so.
      2. The partner will update the Annex L to include their exit date which is the last signed recorded activity that the participant has been involved in on the project, which will be the date that the participant signs the withdrawal form.
      3. No participant expenses can be claimed after the exit date recorded on the withdrawal form.
   3. The project will manage participant withdrawals where the project is notified that a participant is deceased through the application of the following methodology:
      1. Partners will complete the participant withdrawal form (deceased) and save a signed copy in the participant’s folder or on the MI System..
      2. The partner will update the Annex L to include their exit date which is the last signed recorded activity that the participant has been involved in on the project, which will be the date that the participant signs the withdrawal form.
      3. No participant expenses can be claimed after the exit date recorded on the withdrawal form.

1. **NOTIFICATION**
   1. Partners are not required to contact the West of England Works team regarding the withdrawal of a participant outside the participant paperwork checks where the end date will be checked along with all paperwork.
2. **IMPLEMENTATION**
   1. Partners are not required to backdate any participants whom have withdrawn from the project prior to the start of Quarter 3 2019 but from that point onwards withdrawals submitted on Annex J paperwork will not be accepted.
   2. If a partner is unsure which methodology they should use for a participant, the West of England Works project team will be happy to offer advice following an email to [Enquiries@westofenglandworks.org.uk](mailto:Enquiries@westofenglandworks.org.uk).