

Mandatory Work Activity

Provider Guidance

Mandatory Work Activity Provider Guidance

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Chapter 1 – Introduction to Mandatory Work Activity

- [Introduction to Guidance](#)
- [Background to MWA](#)
- [The aims of Mandatory Work Activity](#)
- [Critical Success Factors](#)

Introduction to Guidance

- 1.1 This is the Programme Specific Guidance for Mandatory Work Activity (MWA).
- 1.2 You are required to use this guidance in conjunction with the Generic Guidance. You will be required to use the Provider Referrals and Payment (PRaP) system to receive your referrals, claim payments and record customer activity. Guidance on the use of PRaP can be found in the Provider Desk Manual which forms part of the UPK/Tutor Help function embedded within PRaP.

Background to MWA

- 1.3 The Coalition Agreement set out a number of major welfare to work reforms, including a core integrated welfare to work programme plus a number of additional measures, designed to support people in finding employment. Mandatory Work Activity (MWA) was announced in 'Universal Credit: a welfare that works'; it will contribute to the DWP Structural Reform Plan.
- 1.4 MWA commenced in May 2011 across Great Britain in 11 Contract Package Areas (CPAs). The arrangements with Providers are made under section 17B of the Jobseeker's Act 1995. One Prime Provider operates within each CPA.
- 1.5 MWA will provide a 30 hr a week four week community benefit work placement.
- 1.6 Referrals will be made from May 2011 to 31 March 2015 with the last customers leaving provision in April 2015. The Prime Providers and the CPAs can be seen in the table below:

Mandatory Work Activity Prime Providers		
CPA	CPA Name	Provider
CPA1	South East	A4E
CPA2	South West	Rehab Group
CPA3	London	Seetec

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CPA4	East of England	Seetec
CPA5	East Midlands	Ingeus
CPA6	West Midlands	ESG
CPA7	North West	JHP Group
CPA8	Yorkshire and Humber	BEST
CPA9	North East	Ingeus
CPA10	Scotland	JHP Group
CPA11	Wales	Rehab Group

- 1.7 A trailblazer will run from 16/23 January 2012 to 31 March 2012 in 5 districts across 3 CPAs. Funding is available for a maximum of 3000 additional referrals in total. A unique PRaP opportunity number is open to trailblazer referring offices only, until 16 March, to enable all trailblazer starts by 31 March 2012.

The Aims of Mandatory Work Activity

- 1.8 MWA is intended to help customers move closer to the labour market, enabling them to establish the discipline and habits of working life, such as attending on time or regularly, carrying out specific tasks and working under supervision while delivering a contribution to the local community.
- 1.9 MWA is about offering some customers further support and encouraging them to do more to look for work.

Critical Success Factors

- 1.10 The Critical Success Factors against which DWP will judge the success of MWA are:
- re-enforce the responsibilities associated with claiming Jobseeker's Allowance (JSA);
 - provide jobseekers with the disciplines associated with employment while at the same time enabling them to make a contribution to the local community;
 - increased job search activity and greater engagement with other back to work support from jobseekers who participate; and
 - increase off-flow rates from JSA, as part of the wider support available through Jobcentre Plus (JCP).

Chapter 2 - Customer Eligibility

- [Introduction](#)
- [Customer Group](#)
- [Customer Eligibility](#)

Introduction

- 2.1 This section provides details of the customer group who will be referred and the eligibility conditions for MWA.

Customer Group

- 2.2 Customers who will benefit from participating in MWA are those for whom a work placement would provide the focus and discipline that is a key requirement of finding, securing and retaining employment.
- 2.3 Customers who are referred to MWA may have been out of work for some time, it is possible that some customers may never have worked. The skills, work experience, level of education, and attitude to work will vary greatly within the target group.

Customer Eligibility

- 2.4 MWA is for Jobseekers Allowance (JSA) customers who are 18 years plus, which may include:
- JSA 18-24 year olds;
 - JSA 25+;
 - JSA NEET(Not in Employment, Education or Training);
 - JSA Ex-IB;
 - JSA lone parents ;
 - JSA Joint claims; and
 - Carers who are claiming JSA.
- 2.5 JSA is a benefit for people who are unemployed and capable of work and to be eligible the customer must be actively seeking and available for work. Customers in this group are assessed as ready to look for and take up work immediately.
- 2.6 JCP PA's are able to refer a customer to MWA at any point in their claim. However, the majority of customers are unlikely to be referred until week 13. Customers are unlikely to be referred if they are participating in any other type of provision.
- 2.7 Customers who are part of joint claims to JSA will be eligible for MWA provision. Referrals will be made on an individual basis based on the suitability of the customer. Both members of a joint claim could be

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referred to MWA if suitable, however this would be treated as two referrals in the same way as if two separate individuals were referred.

- 2.8 From October 2010, DWP started to reassess Incapacity Benefit (IB) customers. Those found fit for work and still wanting to claim benefit will move to JSA and thus become eligible for MWA.
- 2.9 From early 2012, Lone Parents with children over the age of five will be required to claim JSA or ESA if appropriate.
- 2.10 From 2012, customers making new claims to JSA who do not have children under five will not be able to make partner claims. Instead, they will make joint claims to JSA and will be subject to normal JSA conditionality.
- 2.11 MWA will be mandatory for all customers who are referred. There is no voluntary access to MWA.

Chapter 3 – Referrals

- [Introduction](#)
- [MWA Pre-start Action](#)
 - [High Level Requirements and Process map](#)
 - [Customer Referral](#)
 - [Balance of Time \(BoT\) & Re-Referrals](#)
 - [Sourcing Placement](#)
 - [Engagement Activity](#)
 - [Special Customer Record Referrals and Payments](#)
 - [How to \(detail\) and background](#)
 - [Notification of start](#)
 - [Customer ceases to claim JSA between referral and start](#)
 - [Customer Completes MWA](#)
 - [Customer leaves MWA before completing 4 weeks on placement](#)
 - [Claim a payment for a customer with a SCR](#)

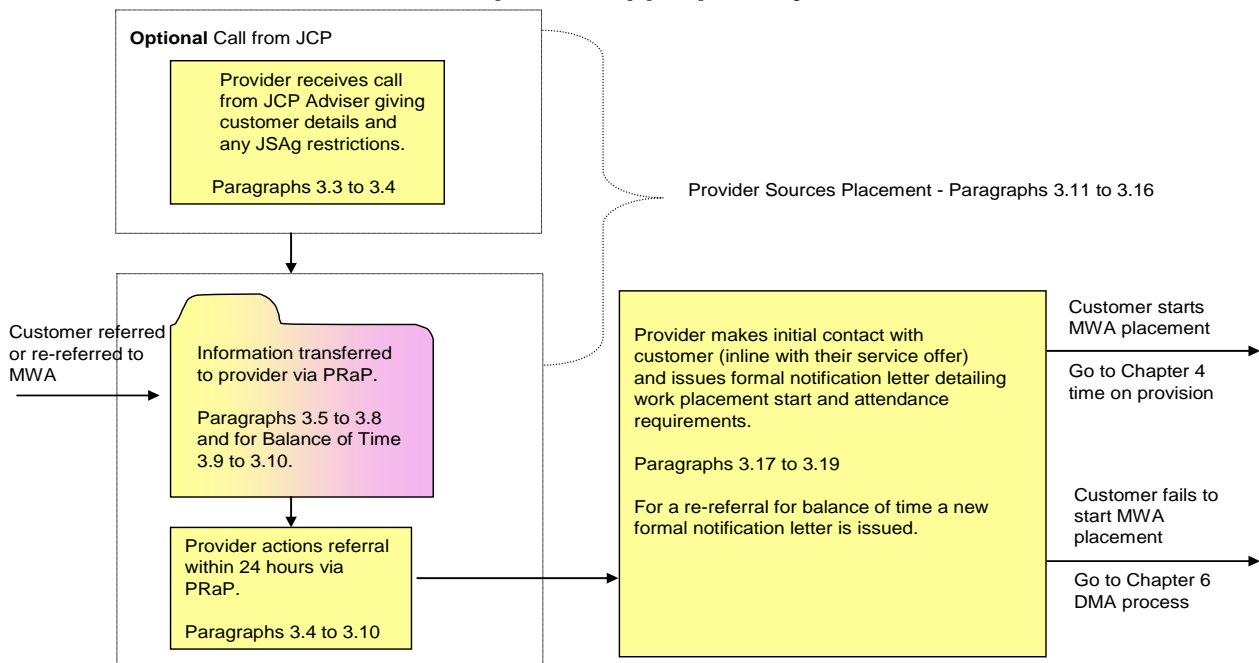
Introduction

- 3.1 This is the action you need to take to ensure a customer starts MWA. Prior to your action the JCP PA will have identified a suitable customer, informed them of the referral and that you will be in touch to confirm their placement start date.

MWA Pre-start Action

High Level Requirements and Process Map

- 3.2 During this process you must:
- **engage the customer;**
 - **issue official start notification; and**
 - **ensure PRaP is updated appropriately within 24 hours.**



Consequence: Failure to carry out action within this chapter will result in the customer failing to start. This will impact the payments you receive.

How to (detail) and Background

Referrals

- 3.3 An optional call from JCP may be made at the time the JCP Adviser makes the referral. This will be dependant on agreement between you and JCP. This is known as a warm handover.
- 3.4 All referrals, including those where there has been a warm handover, will be notified to you through the PRaP system. You are required to check PRaP everyday and ensure all updates are made within 24 hours of their occurrence.
- 3.5 You are expected to accept all referrals received from Jobcentre Plus. However, in exceptional circumstances, where Jobcentre Plus specifically request rejection of the referral this may be considered. For example, if Jobcentre Plus makes a referral in error.
- 3.6 There will be no circumstances where you can make the decision to reject a referral.
- 3.7 The JCP Adviser will notify you either at the point of referral, or within 24 hours of the referral, of any special circumstances the customer may have which you need to take into account when sourcing a placement.

Balance of Time (BoT) & Re-Referrals

- 3.8 A small number of customers who have left MWA before completing their Allotted Time may be required to complete the remaining weeks. Customers will only be re-referred to complete full weeks, for example, if a customer has completed two days, they will be referred back for 3 weeks. JCP will advise you of the BoT period upon re-referral.
- 3.9 You will not be paid a further Start Fee (see A7.7 definition) for these customers. When making a referral for BoT, JCP will include the duration of work placement required when the information is transferred through PRaP.

Sourcing Placement

- 3.10 You have 10 working days from JCP referral to ensure a suitable community benefit placement is sourced and the customer starts the placement.

- 3.11 You are required to be able to source placements across a range of sectors. Due to the short timescale associated with this provision you are expected to source placements where CRB checks will not be required.
- 3.12 It is not necessary (although clearly desirable wherever possible) for the placement to be in the same sector or type of work as the customers job goal as MWA is designed to help the customer develop disciplines associated with employment. Customers cannot choose their placements.
- 3.13 In cases where the customer has a work restriction agreed, the MWA placement will take up 75% of this time (e.g. if a customer is only required to be available for work for 20 hours a week, they should spend 15 hours a week on the MWA placement). Any restrictions will be part of the information that is sent to you through PRaP.
- 3.14 Placements must be additional to existing or expected vacancies. You must ensure that employers are not taking advantage of MWA as a source of labour at the expense of employing workers in the open labour market.
- 3.15 It is vital that the placements are of community benefit – full guidance on the community benefit criteria can be seen at annex 2.

Engagement Activity

- 3.16 Prior to start you are required to conduct engagement activity with the customer.
- 3.17 How the engagement activity is undertaken is at your discretion but it **must** include as a minimum:
- **the issuing of a formal notification letter** (the requirements of this letter can be found at annex 3);
 - details of the work placement including start date and time, duration of placement, hours of attendance, location;
 - the responsibilities of customer while on placement;
 - the consequences of failure to participate and MWA sanction regime; and
 - the requirement for customer to continue to attend Fortnightly Job Search Review (FJR) and to be actively seeking and available for work.

N.B. If the customer contacts you to inform you they cannot attend their work placement start date you can change the requirements in the formal notification letter which you must then re-issue.

- 3.18 Where the customer fails to engage you **must still issue the formal notification** to the customer. Any record of engagement activity should

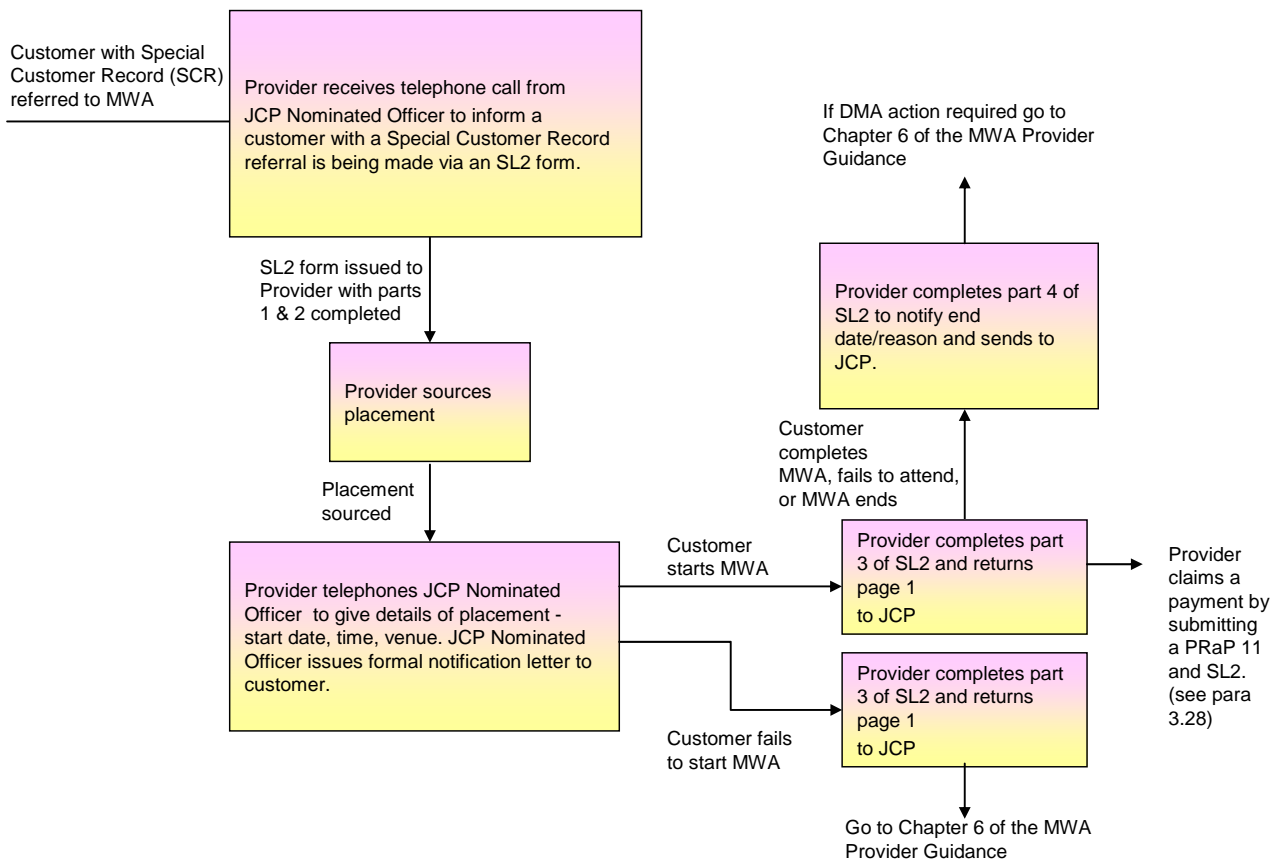
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be kept in case a doubt is raised if the customer subsequently fails to start.

Special Customer Record Referrals and Payments

3.19 During this process you must:

- **ensure all customer records are maintained clerically;**
- **ensure all customer records are stored securely;**
- **notify JCP of placement details; and**
- **manage and update the SL2 appropriately.**



How to (detail) and Background

3.20 In some instances you will receive a clerical referral because the customer has been allocated Special Customer Record (SCR) status. All Special Customer Record's must be maintained clerically by yourselves and JCP. **You must nominate a member of staff at management level to be responsible for the safekeeping of the SCR clerical papers and liaison with JCP.** Refer to Annex 8 for the reasons for and management of Special Customer Record's.

- 3.21 A JCP Nominated Officer will telephone your nominated officer to inform that a clerical referral form SL2 will be issued for a customer who has a SCR. During the call relevant details will be disclosed in line with the agreed level of customer sensitivity. The degree of sensitivity will vary from customer to customer. On receipt of the phone call follow para's 3.10 to 3.15 to source a placement.
- 3.22 JCP will complete parts 1 and 2 of the SL2 and send it to your nominated officer via secure courier or special delivery. The SL2 will contain the customers Name and National Insurance number, but not the address.
- 3.23 When a placement has been secured you will need to telephone the JCP Nominated Officer to notify them of the following:
- details of the placement;
 - start date;
 - start time; and
 - venue.

The JCP Nominated Officer will telephone the customer with the placement details and complete the formal notification letter and issue it to the customer.

Notification of Start

- 3.24 Follow para 4.3 to 4.4 to confirm the customer has started the placement. Following confirmation, complete part 3 of the SL2 and return page 1 securely to the JCP Nominated Officer. To claim a payment see para 3.28.

Customer ceases to claim JSA between referral and start

- 3.25 JCP will notify you if the customer ceases to claim JSA. You must complete Part 3 of the SL2 and indicate 'failed to start' by annotating the appropriate box. Return page 1 securely to the JCP Nominated Officer.

Customer Completes MWA

- 3.26 Read in conjunction with para's 4.21 to 4.23. Complete part 4 of the SL2 by inputting the end date (date last attended placement) in the 'Actual end date' box and enter 'Completed MWA' in the 'Other Reason' box. Return the SL2 securely to the JCP Nominated Officer. Follow para 4.22 to 4.23 to issue the feedback form.

Customer leaves MWA before completing 4 weeks on placement

- 3.27 This paragraph should be read in conjunction with Chapters 5 and 6 and Annex 6 for leaver reason definitions. Where a customer leaves MWA before completing their allotted time and you do not know the

reason why, you must contact the JCP Nominated Officer to ask them to contact the customer to establish the reason for non-attendance. To notify JCP you must complete part 4 of the SL2 form by inputting the end date (date last attended placement) in the 'Actual end date' box. Complete the 'Other Reason' box and enter the appropriate 'leaver' reason in the space provided E.g. 'Found Work', 'No Longer Engaged', 'No Longer Eligible', or 'Transferred', and return the form securely to the JCP Nominated Officer.

Claim a payment for a customer with a SCR

- 3.28 To make a claim for a customer with a Special Customer Record you must confirm the customer has started the placement. You are then required to send a copy of the completed SL2 (page 1) and a completed [PRaP 11 MWA claim form](#) by secure post to:

PPVT,
6th Floor Whitehall II,
Whitehall Quay,
Leeds
LS1 4HR.

- 3.29 Payments will be made into your nominated bank account within 30 days of receipt of a correct claim.

Chapter 4 – Start, Time on Placement and Completion

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- [High Level Requirements and Process Map](#)
- [Notification of Start](#)
 - [JSA Claim ceases before Start](#)
- [Time on MWA](#)
 - [Participation during the placement period](#)
 - [The MWA placement](#)
- [Completing MWA](#)

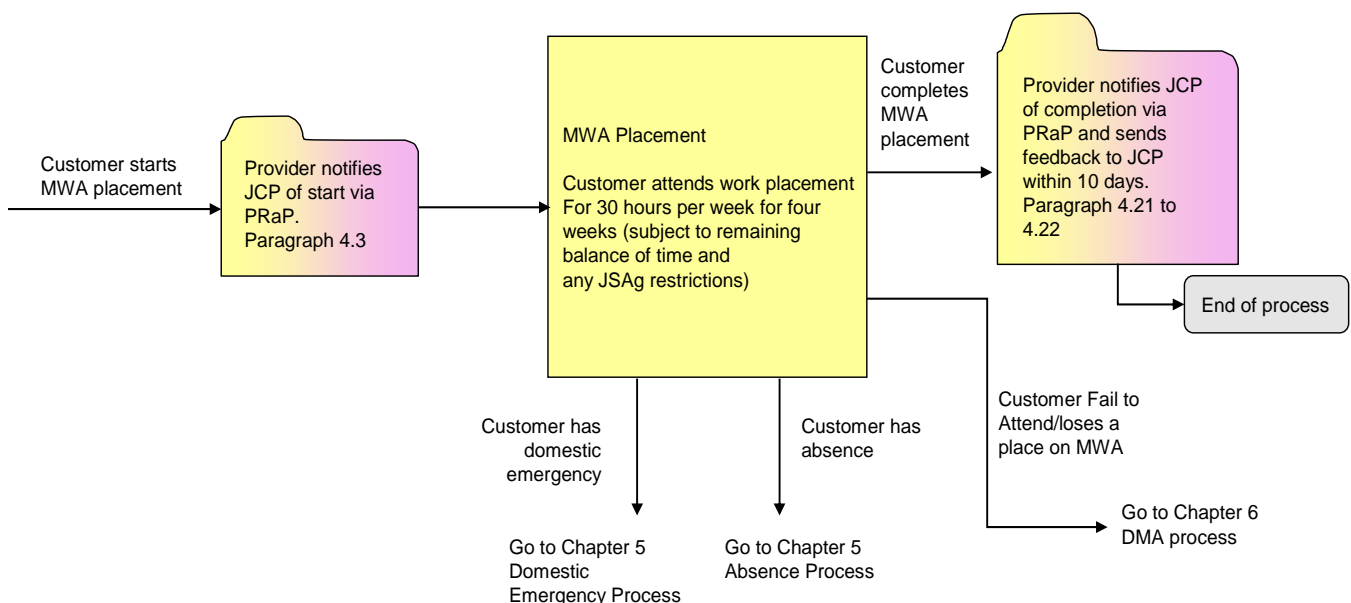
Introduction

- 4.1 This section provides details on how to notify JCP that the customer has started on a placement. It also details your responsibilities and the customers' responsibilities whilst on placement and how to inform JCP that the customer has completed MWA.

High Level Requirements and Process Map

- 4.2 During this process you must:

- **start the customer on placement;**
- **ensure the customer completes the placement; and**
- **ensure PRaP is updated appropriately within 24 hours.**



How to (detail) and Background

Notification of Start

4.3 You will have up to 10 working days from the date of referral by the JCP PA to start the customer on the MWA placement.

4.4 A customer is defined as 'starting' once they attend their placement.

You must ensure the customer has started the MWA placement and you are able to provide written evidence of this should DWP request it as part of payment and validation action. As a minimum you must:

- ensure the placement organisation has confirmed they are able to provide the placement for the required duration;
- ensure the customer has attended the placement;
- ensure the customer has completed any necessary induction and health and safety requirements; and
- ensure the customer is aware of the standards of behaviour, their responsibilities and required attendance arrangements and emergency procedures.

4.5 Once you have confirmed conditions at paragraph 4.4 you must register the start on PRaP.

<p>Consequence: Failure to input the details will mean you will not receive payments and failure to evidence this action will mean that payments may be recovered.</p>

Customers who cease to claim JSA between referral and start

4.6 Should a customer cease to claim JSA in the period between the referral from JCP and the MWA placement, the Adviser will notify the Provider.

4.7 Once this notification is received you must update the PRaP customer referral by taking "request cancellation of referral" action and selecting the reason 'No longer Eligible'.

Time on MWA

Participation during the placement period

4.8 You are responsible for ensuring that the customer attends the placement as instructed. You should make clear to them the possible consequences of failing to participate, could result in a sanction of their benefit.

- 4.9 Whilst on MWA, the customer is required to attend the Jobcentre for Fortnightly Job Search Reviews and to confirm that they are continuing to meet JSA conditionality (actively seeking and available for work).
- 4.10 It is the customers responsibility to contact JCP to arrange a suitable time (wherever possible) to ensure that this attendance does not impact negatively on their MWA placement.
- 4.11 Whilst on MWA customers are required to be actively seeking work and as a consequence they may be required to attend an interview for a job. In these circumstances you will need to be flexible and allow the customer time to attend. It will be at your discretion to obtain evidence from the customer of any interviews they request to attend.

The MWA Placement

- 4.12 Each customer is expected to participate fully in a placement which will last four weeks, for 30 hours per week (unless restrictions have been agreed). The placement can be over the weekend with the customer's agreement.
- 4.13 The placements delivered through MWA should deliver activity that provides direct or indirect benefit to the local community. You should be able to clearly describe to DWP the community benefits the placement is delivering. Annex 2 provides further information on community benefit.
- 4.14 The days and hours of the placement are not prescriptive but they should adhere to the Working Time Regulations 1998.
- 4.15 Any restrictions will be part of the information that is sent to you through PRaP and you will need to take this into account when arranging the placement. Time spent travelling to and from the placement does not form part of the hours of attendance on the placement.
- 4.16 Standards of attendance and timekeeping should be explained to each customer, establishing key principles upfront, which could include:
- ensuring absences are minimised (e.g. to arrange routine G.P. appointments for evening surgeries where possible);
 - notifying unplanned absences to you as soon as possible (e.g. for sickness, domestic emergencies etc) emphasising that failure to do so could result in sanction activity.
- 4.17 You must not give any incentive payments or rewards to the customer for participation in MWA.
- 4.18 As a minimum you are expected to keep evidence of the customers hours spent on the work placement including the date, the start/end

times, the placement organisation name, contact details and feedback form.

- 4.19 It is acceptable for customers to complete their allotted time on more than one placement, so long as they complete four weeks in total and evidence is kept of the reason for placement transfer. We would expect a timely transition from one placement to another enabling the customer to complete their 30hrs that week where possible.
- 4.20 You are required to supply a contact landline telephone number for the customer to use to contact you while they are on their MWA placement.

Completing MWA

- 4.21 Once the customer has completed their four weeks you must access PRaP and enter the date the customer completed MWA (last date the customer attended the placement) and select the 'Leaver' reason. See Annex 6 for PRaP leaver reason definitions.
- 4.22 You are required to give feedback on the customer's participation during the placement, to enable the Jobcentre to take forward and build on any progress made during MWA. A Feedback Form must be completed by you, following liaison with the placement organisation, and should be sent to JCP each time a customer leaves MWA. You can develop your own form and decide what the form looks like, but as a minimum should:
- document how the customer has performed during the placement;
 - verify the customer's attendance; and
 - be returned to JCP within 10 working days of the customer leaving MWA.
- 4.23 The customer will then return to JCP for further activity and support.

Chapter 5 - Exceptional Circumstances and Absences

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- [High Level Requirements and Process Map for Sickness and Domestic Emergency](#)
- [Exceptional Circumstances](#)
 - [Absences from MWA](#)
 - [Sickness](#)
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 - [Civic Duties](#)
 - [Jury Service](#)
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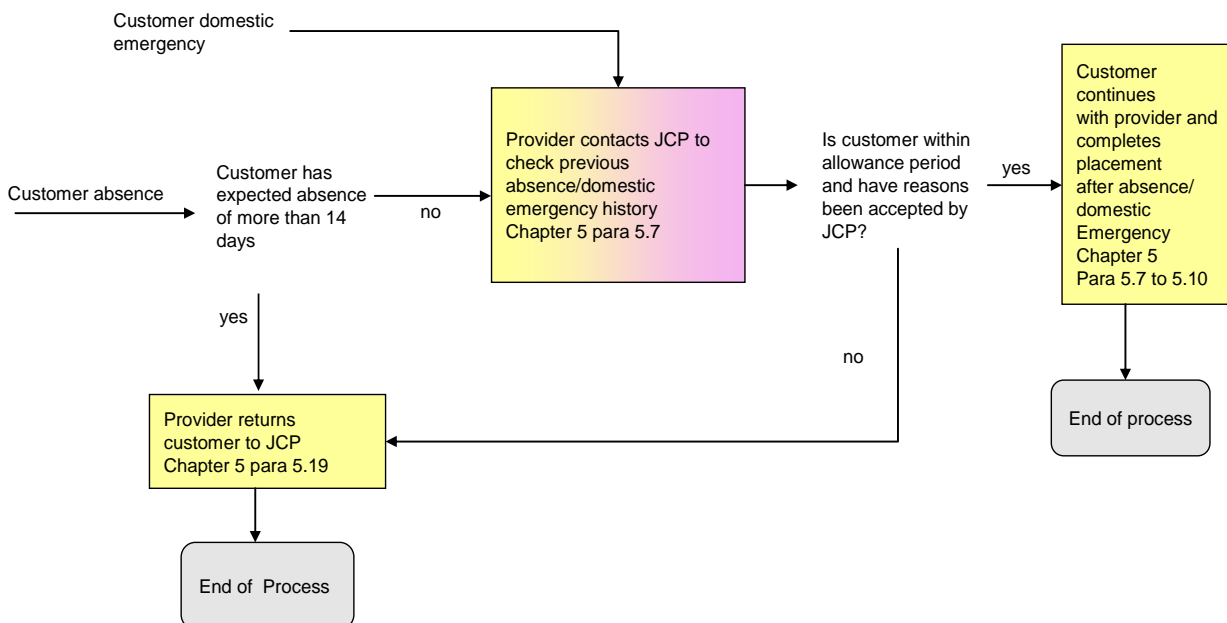
Introduction

5.1 This section details the action you should take if the customer is unable to attend the placement.

High Level Requirements and Process Map

5.2 During this process you must:

- **clarify with the customer the reason for the absence**
- **contact Jobcentre Plus**
- **either keep customer for remaining weeks, but send them a formal notification letter upon their return, or return them to JCP**



How to (detail) and Background

Exceptional Circumstances

- 5.3 In some exceptional circumstances a customer referred to MWA may already be involved in some form of activity (e.g. working part time). If this is the case you will receive information relating to the activity via PRaP. These customers will be very few and far between.
- 5.4 Prior to referral the JCP adviser will make every effort to ensure the customer will be available to participate in MWA for the full four weeks. However there could be times when unforeseen absences or exceptional circumstances occur, e.g. Jury Service.
- 5.5 Customers will not be referred to MWA if they have a planned holiday to take during the four week placement. Once a customer has been referred to MWA and they subsequently request a holiday, this will be refused.

Absences from MWA

Sickness

- 5.6 JSA regulations allow two periods of sickness in a 12 month period.
- 5.7 In the first instance where a customer contacts you and informs you they are unable to attend the placement due to sickness you must (after obtaining a named contact from your Single Point of Contact (SPoC)) phone JCP to check the customers previous sickness record and inform them that the customer is absent due to sickness.

One of three things will then happen:

- if the customer is within the JSA sickness allowance you will be advised and will be expected to deliver the remainder of the placement time on completion of the customers' absence. You must send the customer a new formal notification letter upon their return; or
- if the customer has exceeded the JSA sickness allowance you will be advised to return the customer to JCP following actions at paragraph 5.19; or
- if the customer is within the JSA sickness allowance, but the sickness period runs on for more than 14 days. On the 15th day you are expected to return the customer to JCP following actions at paragraph 5.19.

Domestic Emergency

- 5.8 Whilst participating in MWA customers may require time to attend to unexpected emergencies e.g. death, serious illness; or accident of a close relative or close friend.
- 5.9 In the first instance where a customer contacts you and states they are unable to attend the placement due to a domestic emergency, you must phone your contact in JCP to check if the reason for absence can be accepted.
- 5.10 One of three things will happen:
- if JCP advise the reason is allowable you must agree with the customer the date they will be expected to return to complete the remaining number of hours in that week and weeks on placement. It is your responsibility to keep in touch with the customer during Domestic Emergency period of absence. Upon the customer's return, you must give them a new formal notification letter; or
 - if JCP inform you the reason for the domestic emergency **cannot** be allowed you must return the customer to JCP following actions at paragraph 5.19; or
 - if the reason is allowable but the customer's period of absence exceeds 8 days or more you must return the customer to JCP following actions at paragraph 5.19.

Civic Duties

- 5.11 Whilst participating in MWA customers may require time to attend to unexpected Civic duties, such as, territorial army, life boat personnel, school governors, volunteer special constables, lay member of police authorities, youth offender panels and members of patient and public involvement forums. This list is not exhaustive.
- 5.12 In the first instance where a customer contacts you and states they are unable to attend the placement due to a Civic Duty, advise the customer to phone JCP. You will then be advised by JCP of the next steps.
- 5.13 One of two things will happen:
- JCP advise the civic duty is temporary. JCP will have agreed a date with the customer for them to return and complete the remaining number of hours in that week and the remaining weeks left on placement. You must give the customer a new formal notification letter upon their return. The customer remains with you during this period; and
 - if JCP inform you the civic duty isn't temporary, you must return the customer to JCP following actions at paragraph 5.19.

Jury Service

- 5.14 If a customer is required for Jury Service whilst participating in MWA they will need to be returned to JCP following actions at paragraph 5.19.
- 5.15 The customer may be returned to complete their Balance of Time if the Jury service finishes within 14 days of their last day on placement. Upon their return, you must give the customer a new formal notification letter.

Change of Address

- 5.16 Where you are notified the customer has changed address, they are still resident within your CPA and within acceptable travelling distance to the placement; you are not required to make any changes to the customer's placement arrangements.
- 5.17 If the customer has changed address, are still within your CPA but the placement is outside acceptable travelling distance you are expected to source a placement within acceptable travelling distance from the customers new address. A placement should be sourced and the customer started within 10 days of notification of the change of address. The customer should then complete the remaining full weeks on MWA with the new placement organisation. You must issue a new formal notification letter which providing details of the new placement and the dates they are required to attend.
- 5.18 If the customer has changed address and move outside your CPA. You should return the customer to JCP and follow the steps in para 5.19.

Returning customer to JCP

- 5.19 In the above circumstances you will take the following steps to return the customer to JCP:
1. issue the Leaver letter (see Annex 5) advising the customer they are no longer required to attend the placement; and
 2. input the end date into PRaP (date the customer last attended the placement) and select the appropriate 'leaver' reason (see Annex 6 definition); and
 3. complete the customers feedback form (see Chapter 4 paragraph 4.22) and send to JCP.
- 5.20 If the customers claim to JSA ceases as a result of the domestic emergency and they subsequently reclaim, the JCP PA will consider if a new referral to MWA is appropriate.

Customers on probation or with curfew restrictions

- 5.21 Some customers entering MWA may have penalties imposed by the legal system.
- 5.22 Probation interviews should be arranged around participation and any Community Service hours should be completed outside of MWA participation. However, a Provider may be able to adjust placement hours to assist the customer. It is the customers' responsibility to arrange changes around probation etc with the probation service.
- 5.23 Any Curfew restrictions must be disclosed to the Provider so that any potential conflict can be planned into the customers work experience.
- 5.24 It is not possible to convert a Community Service placement into MWA.

Part time work

- 5.25 In exceptional circumstances JCP may refer a customer who is working part time. If this is the case, as MWA will involve up to 30 hours work activity per week, it may be difficult to fit in part time work, but customers should, where practicable, continue with (or start) any part-time work and declare any earnings.
- 5.26 You will receive information about the part time work from JCP, which will allow you to understand the extent of potential impact on the placement. Customers can combine attendance on MWA with part time work on the following grounds:
- they should already be involved in part time work at the time they start their MWA placement; and
 - the part time work must have been declared to Jobcentre Plus.

Starting Part time work during MWA participation

- 5.27 If a customer starts part time work whilst participating in MWA, you must advise the customer to contact JCP immediately, if they haven't already done so. Jobcentre Plus will:
- confirm the part time work with the employer;
 - advise you of the date the customer will cease MWA.

The customer is expected to continue to participate in MWA until their part time work starts. When the customer leaves MWA to start part time work you must follow the guidance in paragraph 5.19.

- 5.28 If the customer fails to start the part time work, you will be advised of this by JCP. The customer will then be re-referred to complete their Balance of Time (see Chapter 3 paragraphs 3.9 to 3.10).

Part Time Training/Study

- 5.29 In exceptional circumstances customers who are referred to MWA may be undertaking part time training/study.
- 5.30 Under the JSA regulations customers may be undertaking part time training/study whilst claiming JSA.
- 5.31 Customers can combine attendance on MWA with part-time training/study on the following grounds:
- they should already be involved in part-time training/study at the time they start their MWA placement;
 - the part-time training/study must have been declared to Jobcentre Plus;
 - the training/study must be work-related; and
 - the part-time training/study cannot be re-arranged or deferred until the customer completes MWA.
- 5.32 If the above conditions are met, then a reduction on the time the customer must serve on the MWA placement may be granted. The Provider will be advised of any such reduction via the referral information from JCP.
- 5.33 Where you are not previously advised, you should obtain evidence of the training/study, the intended qualification, and hours of attendance from the customer's Learning Agreement (LA). A copy of the LA should be retained as evidence to justify the variation on MWA attendance for those undertaking relevant part time training/study. You should then report this to JCP to confirm the reduction.

Existing Voluntary Work and Converting to a Placement

- 5.34 In some exceptional circumstances there may be customers currently undertaking some form of voluntary work who are referred to MWA. This should have been declared and as with customers working or studying part time should be reviewed to establish if the existing voluntary activity and MWA are compatible. We expect these customers will be very few and far between.
- 5.35 There may be a request for customers to convert existing voluntary activity into a MWA placement. In this situation you should be approached as soon as possible to review the request (the existing activity may already be part of MWA or a new placement review should be undertaken if not). Any new work activity placement must satisfy the criteria for MWA and you should seek approval from your Performance Manager before converting the voluntary activity to a MWA placement.

Chapter 6 - Failure to Comply and Entitlement Doubts

- [Introduction](#)
- [High Level Requirements and Process Map](#)
- [Customer fails to participate](#)
 - [Customer Fails to Start](#)
 - [Customer Fails to Attend](#)
 - [Unacceptable behaviour and customer exclusion](#)
 - [Raising a doubt process](#)

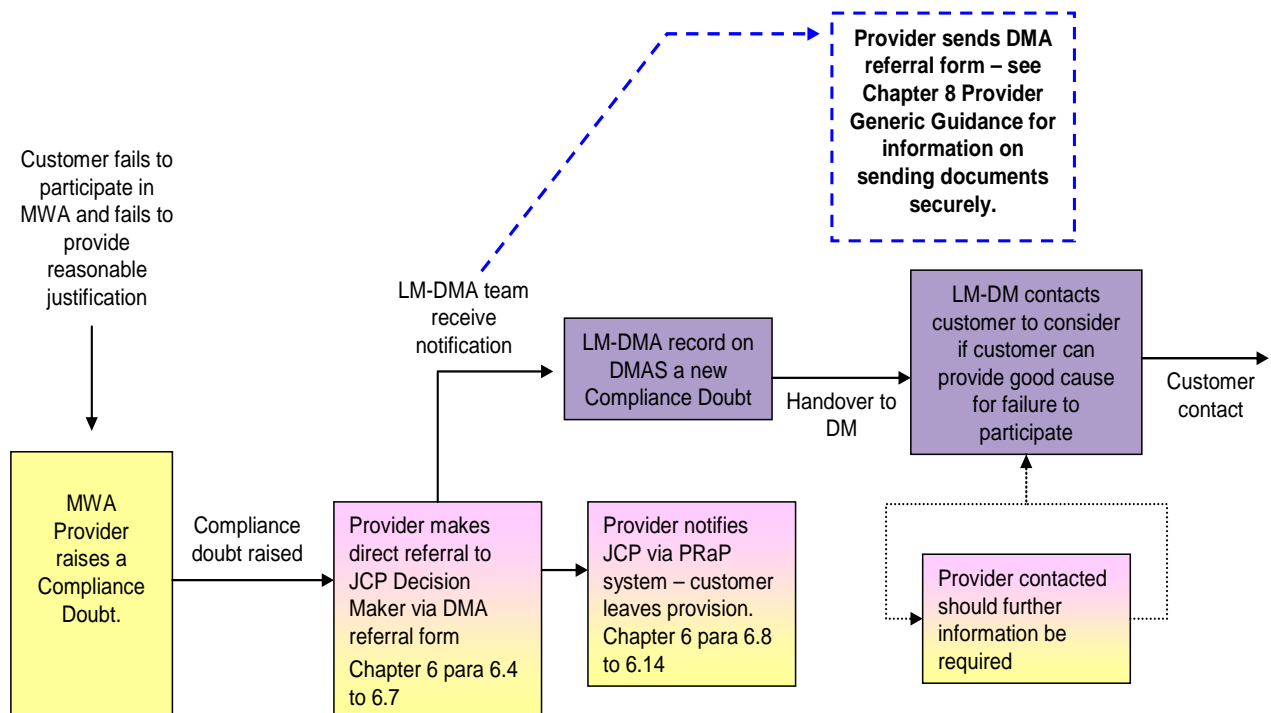
Introduction

6.1 This section details the action you need to take if you need to raise an entitlement doubt because the customer has failed to comply with the mandatory requirements of MWA.

High Level Requirements and Process Map

6.2 During this process you must:

- **identify a compliance doubt**
- **refer DMA referral form to JCP**
- **issue leaver letter to customer**
- **update PRaP system**



Customer fails to participate

- 6.3 Participation in a MWA placement is mandatory for all customers referred to this provision. You are required to inform JCP, within **two** working days, by completing the DMA referral form for any customer who fails to comply, and to keep supporting evidence.

Failure to participate in or complete MWA is defined as;

- refusing a place on a MWA placement when notified of the requirement to attend in the formal notification letter, demonstrated by a failure to attend the first day; or
 - failure to attend or participate in any meeting or activity, having been notified of the requirement to attend or the activity, in the formal notification letter (without the previous agreement of the Provider and a change to the requirements set out in the formal notification letter and given to the claimant); or
 - losing a place on a MWA through misconduct.
- 6.4 The DMA Referral Form can be found at Annex 4.
- 6.5 When completing the DMA Referral form it is important to supply as much information as possible relating to the circumstances surrounding the failure to comply. This will enable the JCP Labour Market Decision Maker to make a timely decision based on the facts available.
- 6.6 The sanction regime for MWA is a 13 week sanction for the first offence followed by a further 26 week sanction for a second offence within 12 months. Once sanctioned, a customer will not be referred back to complete Balance of Time. However, if the JCP Adviser decides it is appropriate a new referral to MWA could be made at any point following the sanction decision.
- 6.7 It is very important that action is taken within the timescales outlined to enable a sanction to be raised against the customer as soon as possible.

Customer Fails to Start

- 6.8 If the customer fails to start the placement (i.e. doesn't attend the initial activity as they have been instructed in the formal notification letter) you should make every effort to establish the reason. You will be expected to notify Jobcentre Plus and raise a doubt.
- 6.9 You must take the following steps in the above case;
1. access PRaP and record the customer did not start (DNS). This is done by taking "request cancellation of referral" action in PRaP; and

2. complete a DMA referral form (see annex 4) and send it to the JCP Labour Market Decision Maker within two working days of the customer failing to start MWA; and
 3. issue a leaver letter to the customer advising them that they are no longer required to attend the MWA placement.
- 6.10 Supporting evidence should be kept and should include a copy of the formal notification letter which was sent to the customer advising them of the date, time and location of the placement.

Customer Fails to Attend

- 6.11 When the provider is notified by the placement organisation that the customer has failed to attend (FTA), the provider should make every effort to contact the customer to establish the reason for non-attendance. If you are unable to contact the customer you will be expected to notify Jobcentre Plus of a compliance doubt.
- 6.12 You must take the following steps within two working days of an incident;
1. access PRaP and input an end date (the date the customer last attended the placement) and select the appropriate leaver reason; and
 2. complete a DMA referral form and send it to the JCP Labour Market Decision Maker within two working days of customer FTA; and.
 3. issue a leaver letter to the customer advising them they are no longer required to attend the MWA placement; and
 4. complete the customers' feedback form and send to JCP within 10 working days of the FTA (see Chapter 4 para 4.22 for feedback form details).

Unacceptable behaviour and customer exclusion

- 6.13 You may experience a wide range of behaviour from the customer group referred to MWA. This may include those customers who exhibit difficult, aggressive, or sometimes violent behaviour. However, you cannot select the customers with whom you work. Generic guidance provides further details.
- 6.14 If a customer's behaviour is such that effective participation is not possible, in the first instance you must discuss this with JCP. If the decision is made to exclude due to misconduct a doubt must be raised and the customer must be returned to JCP. In this circumstance follow the action at para 6.12 to return the customer to JCP.

Raising a Doubt Process

Mandatory Work Activity Provider Guidance

- 6.15 When you raise a compliance doubt you are required to complete the DMA Referral Form at Annex 4, print it out and send securely to the Labour Market Decision Making and Appeal (LM – DMA) Administration Team. This process will remain until a secure IT solution is developed. For further information about sending documents securely refer to Generic Provider Guidance Chapter 8.

Chapter 7 – Additional support

- [Introduction](#)
- [Support whilst on Placement](#)
 - [Childcare](#)
 - [Travel Expenses for MWA](#)
 - [Travel Expenses to Interviews](#)
 - [Additional Support](#)
 - [Financial Assistance](#)

Introduction

- 7.1 This section details your responsibilities to ensure customers have the practical and financial support they need to undertake the activities whilst participating in their MWA placement.

Support whilst on Placement

Childcare

- 7.2 Customers on MWA should never be worse off by virtue of the requirement for participation. You will therefore be responsible for funding childcare for customers' children where a need is identified.

- 7.3 Childcare for attendance on placement and the engagement activity should be funded from the time the child is left with an accredited carer to the time the customer collects the child. Child care must be provided by:

- carers registered with Ofsted (Office for Standards in Education), the Scottish Commission for the Regulation of Care or Welsh equivalent;
- a carer accredited under the Childcare Approval Scheme, run on school premises out of school hours or as an out of hours club by a Local Authority; or
- schools or establishments exempted from registration under the Children's Act 1989 or operated on Crown property.

- 7.4 For specific information on registered childcare in the area you should contact the relevant Local Authority.

Details of Government Law can be obtained from the Children's Act 1986 (c.41) [Children's Act 1989](#)).

Information on formal childcare can be found here: http://www.direct.gov.uk/en/Parents/Childcare/DG_066832.

- 7.5 Payment cannot be authorised for friends or family members unless they are in one of the categories outlined above. The child must satisfy the age requirement, and must be dependant on, and residing with, the

customer who must be in receipt of child benefit for the child/ children in question.

7.6 Jobcentre Plus currently sets its costs for childcare up to the Tax Credit limits. You should consider the following limits:

- help with childcare costs can be paid up to, but not including, the first Tuesday in the September following the child's 15th birthday;
- parents requiring childcare for five days a week can claim up to a maximum of £175 per week for one child and £300 per week for two or more children; and
- if the customer is attending an approved activity of less than five days a week, they can claim up to the maximum daily rates of £35 per day for one child and £60 per day for two or more children.

For more information, see www.direct.gov.uk.

7.7 You must not recommend particular childcare facilities to customers. This is to ensure that neither DWP/JCP nor you can be held liable for the safety of the children. It is the parents' responsibility to decide with whom they entrust the care of their children.

7.8 You may choose to arrange crèche facilities within your own premises. However, it is the parents' choice whether their child uses the facility. You should also ensure that any crèche facilities adhere to current legislation.

N.B. Participants' relevant childcare costs are included in the overall contract price. We will not refund or make further contributions toward your childcare disbursement.

Travel expenses for MWA

7.9 You are responsible for funding the customers travel costs during their time on the placement and attendance at any Engagement Activity if deemed appropriate. You may need to make arrangements with the customer in advance to enable them to travel to their placement; this should be resolved directly with the customer.

7.10 The Customer is responsible for meeting their travel costs for attending their FJR.

Travel expenses to interviews

7.11 MWA customers may be eligible to make a claim for expenses from the Flexible Support Fund, and should be directed to their Jobcentre Plus office to make a claim. However, they must apply for assistance before they travel.

Additional support

- 7.12 Additional support is defined as any support that allows a customer who needs extra help to attend and participate fully in provision (e.g. clothing and specialist equipment). You must, as part of your obligations under the duties in the Equality Act 2010 take the necessary steps to obtain and provide special aids or services that might be needed for participation.
- 7.13 It is your responsibility to fund any additional support required. Whilst on MWA, the customer is not eligible for payments from the JCP Flexible Support Fund to pay for items they may need to support them whilst on placement.

Financial assistance

- 7.14 In all cases records must be kept of actions undertaken by you and the customer including details of any payments made. These payments will be disregarded for the purpose of tax calculation and benefit entitlement.

Chapter 8 – Financial procedures

- [Introduction](#)
- [Start Fee](#)
- [Payments to Providers](#)
- [PRaP Operational Support Team \(POST\)](#)
- [Irregularities and Potential Fraud](#)

Introduction

- 8.1 This section details what we expect of you in terms of financial procedures for MWA. It also outlines how you have a responsibility to minimise the risk of fraud within the provision delivered. MWA Contract definitions can be found in Annex 6.

Start Fee

- 8.2 As the Provider, you are paid once the customer has started their MWA placement. This recognises the importance given to setting up and starting the customer on a work placement quickly, and ensuring robust processes are in place for timely exchange of information between JCP and you thereafter.
- 8.3 When you enter the MWA Placement Start Date onto PRaP you are declaring all activities at 4.4 have been completed and are available for evidencing should they be requested by DWP. Once the start date has been entered onto PRaP, this will trigger a payment to be made via Bankers' Automated Clearing Services (BACS). DWP will validate payments periodically throughout the life of the contract.
- 8.4 Only one Start Fee will be payable for each customer per period of Allotted Time.
- 8.5 Contract values for MWA are fixed.
- 8.6 You are expected to maintain sound systems of internal control which must include appropriate checks, monitoring and evidence to ensure only claims for payments to which you are entitled are made. We will monitor the systems you implement.
- 8.7 As part of the PAT review process they will test your systems around the start payments and, if appropriate, select a sample of starts paid to ensure that the systems are operating as described and are effective. If the PAT review identifies problems PAT can ask you to provide evidence for a wider sample of attached customers. If you are unable to provide sufficient information to satisfy us that the attachments are legitimate we can ask you to repay.

Payments to Providers

- 8.8 All payments will be made via the Provider Referral and Payment system (PRaP). Please note that we can only make direct payments to UK and NI bank accounts.

PRaP Operational Support Team (POST)

- 8.9 The PRaP Operational Support Team (POST) will carry out administration and approval functions to support your referrals and payments on PRaP. (Further information and full details of the POST role can be found in: the PRaP UPK/Tutor guidance which is available within the PRaP application on-line help function).

Irregularities and Potential Fraud

- 8.10 You have a responsibility to minimise the risk of fraud within the provision delivered. Funding should be safeguarded against fraud and serious irregularity on the part of your directors, employees or sub-contractors. Such abuse would include false or misleading claims for fees, whether designed to gain immediate financial advantage, or overstate performance.
- 8.11 Deliberate and/or persistent non-compliance with prescribed standards of delivery would also be subject to investigation if a possible financial impact was identified.
- 8.12 In such instances we may contact you to pursue enquiries relating to potential abuses of funding. Our remit will be primarily to investigate fraud and financial irregularity, but it can in certain circumstances extend to non-compliance with contract and guidance.
- 8.13 You should therefore ensure that all staff involved in the delivery and management of contracts is fully aware of the risks and consequences of any falsification, manipulation, deception or misrepresentation. Occurrence of fraud within any individual programme could lead to the termination of all contracts held by you as well as civil or criminal proceedings against those implicated.

Chapter 9 – Performance Management, Delivery Standards and Evidencing Requirements

- [Introduction](#)
- [Service Delivery Standards](#)
- [Assurance Processes](#)
- [Performance Management and Account Management](#)
- [Performance and Management Information](#)
- [Provider Assurance Team](#)
- [JCP and Third Party Provision Managers](#)
- [JCP Single Point of Contact](#)
- [Quality](#)
- [Programme Evaluation](#)
- [Collection of MI](#)

Introduction

- 9.1 This section details what we expect of you in terms of performance delivery for MWA. It also outlines how you will supply JCP with required performance and Management Information (MI).

Service Delivery Standards

- 9.2 The success of MWA will be measured against a series of delivery standards and the critical success factors at para 1.9, to ensure that the Policy intent of the programme is delivered. We consider this to be a shared responsibility between ourselves, you and our Performance Managers.
- 9.3 Delivery against respective responsibilities will be monitored through a combination of existing performance management practices, local Provider Engagement Meetings and a range of service delivery standards.
- 9.4 You are expected to actively manage the provision to ensure appropriate action takes place. Following referral, the outcome will be either:
- the customer starts and completes provision; or
 - a sanction doubt is raised; or
 - the customer leaves benefit.
- 9.5 When the JCP PA decides a referral to MWA is appropriate it is important that momentum is maintained and the customer starts a placement at the earliest opportunity. The measures to identify that timely access to provision, appropriate communication channels and robust processes are in place will include:

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- start and/or end dates input onto PRaP within 24 hours of the customer starting or leaving their MWA placement;
- at the point of referral the Personal Adviser will contact you by telephone (if this is the agreed local practise) to inform you a referral to MWA is being made. It is expected JCP will be able to get through first time in at least 80% of instances;
- you will need to ensure that in every case the customer starts their MWA placement within 10 working days from the date of referral;
- a contact landline telephone number should be supplied by you for the customer to use to contact you while they are on their MWA placement;
- when a customer fails to comply, you will be expected to raise a sanction doubt to JCP within two working days, so that JCP can consider if a sanction is appropriate;
- completion and return of the customer feedback form within 10 working days of the customer leaving MWA;
- you are required to keep documentation to support the placement start date and future attendance - we can request this documentation at any time; and
- ensuring that the environment is conducive with achieving the desired outcomes for the customer and you should ensure minimum H & S standards, as laid down in legislation, are met at all times.

Assurance Processes

9.6 It is essential that we can provide assurance to the taxpayer that publicly funded provision is delivering a quality service and value for money has been obtained. This will be measured using the following methods:

- your representation at local performance meetings as agreed with ourselves at post-tender negotiations;
- your procedures to handle customer complaints, which must be available to us and the Independent Case Examiner (ICE) upon request;
- your Annual Self Assessment and associated Action Plan that shows how you will address areas for improvement and build on strengths; and
- performance management process as outlined below.

Performance Management and Account Management

9.7 The MWA contracts will be managed by Account Managers and Performance Managers. Your performance is based on an assessment of performance priority which considers a range of factors including contract value, compliance with the contract, performance and security.

- 9.8 You will be responsible for managing the arrangements with the placement organisation and also the performance of your sub-contractors, including addressing poor performance. You will need to ensure that all systems and processes used for the monitoring and recording of performance are robust, provide a clear audit trail of evidence, and give confidence to us that you and your supply chain are delivering the Programme in accordance with your overall contractual obligations.
- 9.9 You must appoint appropriate named contacts who will work with the our Account Manager and Performance Managers to ensure that MWA is delivered as specified in the contract and that required standards and performance levels are met.

Performance and Management Information

- 9.10 You may be invited to discuss your performance regularly at Provider Engagement Meetings (PEM) which will focus on performance, delivery and customer experience; JCP and Strategic partners will also be invited to attend.
- 9.11 We will use MI presented by PRaP for the ongoing management of the provision and for discussion with individual Providers.
- 9.12 As we are committed to transparency on how our programmes are working, you will need to be aware that MI may also feed into published Official Statistics on MWA. Consequently you must treat information you have access to as restricted, and for your use only, ahead of formal publication. Official Statistics may also cover performance expectations at your level.

Provider Assurance Team

- 9.13 The primary purpose of the Provider Assurance Team is to provide the DWP Employment Group (EG) Delivery Director with an assurance that;
- payments made to DWP Contracted Employment Programme(CEP) Providers are in accordance with DWP and Treasury requirements;
 - public funds and DWP data are protected; and
 - value for money has been obtained.

This is achieved through the operation of a national standard risk based approach to Provider Assurance work.

- 9.14 The Provider Assurance Team will operate at a national level enabling them to present CEP providers operating across regions with a single view of the effectiveness of their systems.

- 9.15 The work of the Provider Assurance Team is delivered primarily by visiting providers to review the systems of internal control in place to manage the risks to DWP in relation to CEP expenditure and customer data. This will include the arrangements they have in place for their sub-contractors.
- 9.16 The PAT will work with you, particularly those new to our business, to ensure that you understand what is expected of you and are, therefore, adequately equipped to develop robust systems to support your service delivery model when MWA goes live.

JCP and Third Party Provision Managers

- 9.17 During the lifetime of the contracts, there will be regular interactions between you and JCP staff to ensure the effective delivery of provision and services to customers.
- 9.18 JCP is committed to making its premises available to their local strategic and service delivery partners, when and where spare capacity exists. For the initial engagement with the customer, you may wish to consider the use of JCP premises on an ad-hoc basis as the first option if your service delivery model requires premises. You must contact the JCP District Manager if you wish to use this option.
- 9.19 If any JCP premises are made available for your use, it will be conditional that you use them solely for the purpose of performing your obligations under the MWA contract. You should note that there is no national agreement in place entitling you to use JCP premises.
- 9.20 You will be regarded as a licensee for the duration of the contract, and have no right to exclusive possession of the JCP premises. Any use of JCP premises will be at the JCP manager's discretion.
- 9.21 The role of the Third Party Provision Manager (TPPM), or designated District person, is to act as the link between you, JCP (except on information normally passed through PRaP) and Adviser Team Managers (ATMs).
- 9.22 For the purpose of MWA, the TPPMs or designated District person's main activities are to:
- ensure the continued successful relationship between you and JCP;
 - ensure that where problems may arise these are rectified or escalated immediately;
 - discuss with you cases where customers have not had a start registered within 10 working days of referral and establish why;
 - discuss with you cases where customers who have reached four weeks of participation who have not satisfied their MWA requirement and establish why;
 - escalate quality issues raised by customers and advisors; and

- liaise with you to resolve any customer complaints.

JCP Single Point of Contact

- 9.23 JCP will appoint a SPoC to support the implementation and delivery of MWA for each CPA. They will act as a contact point and take responsibility for co-ordinating communications within the CPA between Providers and District Representatives.

Quality

- 9.24 Our expectation is that you will invest in and be active in your own improvement and development through a process of continuous self-assessment and action planning. This process will eventually be reviewed as part of the provider assurance process.

Programme Evaluation

- 9.25 Evaluation of the programme will seek to determine the success of MWA provision. We will analyse MI and conduct qualitative research with JCP/DWP staff, customers and you to build up a picture of the support delivered. Researchers will wish to visit and interview you as part of the evaluation. You will be contacted in advance of any fieldwork. You are expected to fully co-operate with MWA evaluation activity commissioned by ourselves.

Collection of MI

- 9.26 We will collect data on the following:

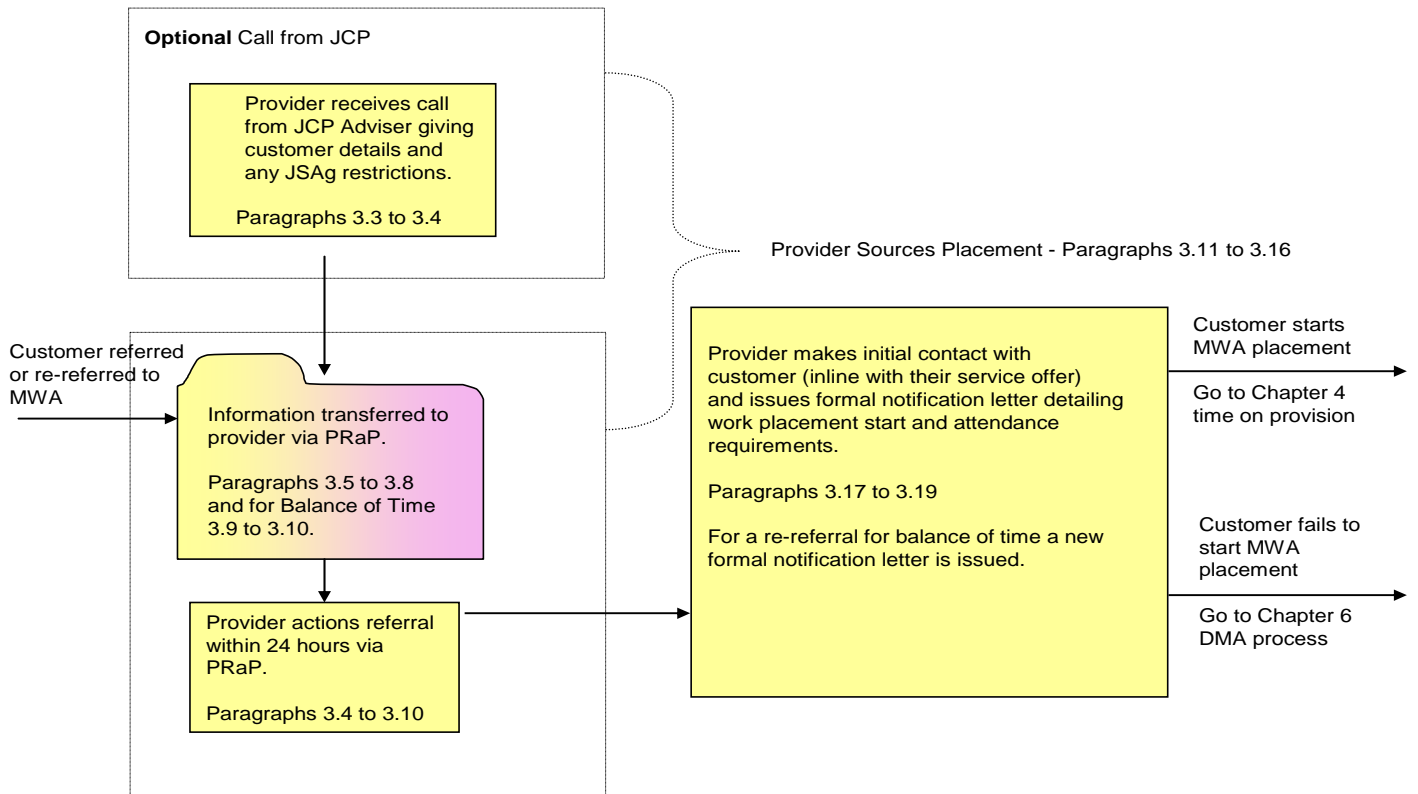
- customers entering the programme;
- Referrals;
- starts;
- timings within the process; and
- payments.

This list is not exhaustive.

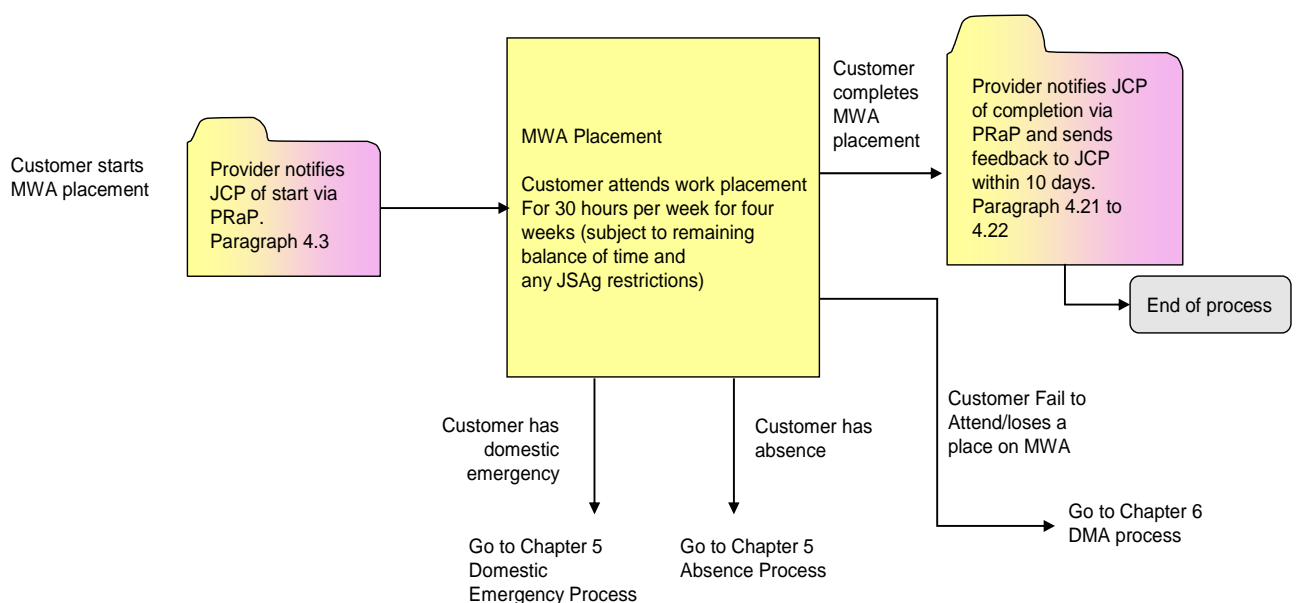
This data will be presented by Contract Package Area and will be supplied to DWP officials and Providers to ensure that there is effective and efficient performance monitoring.

Annex 1: Customer Journey Maps

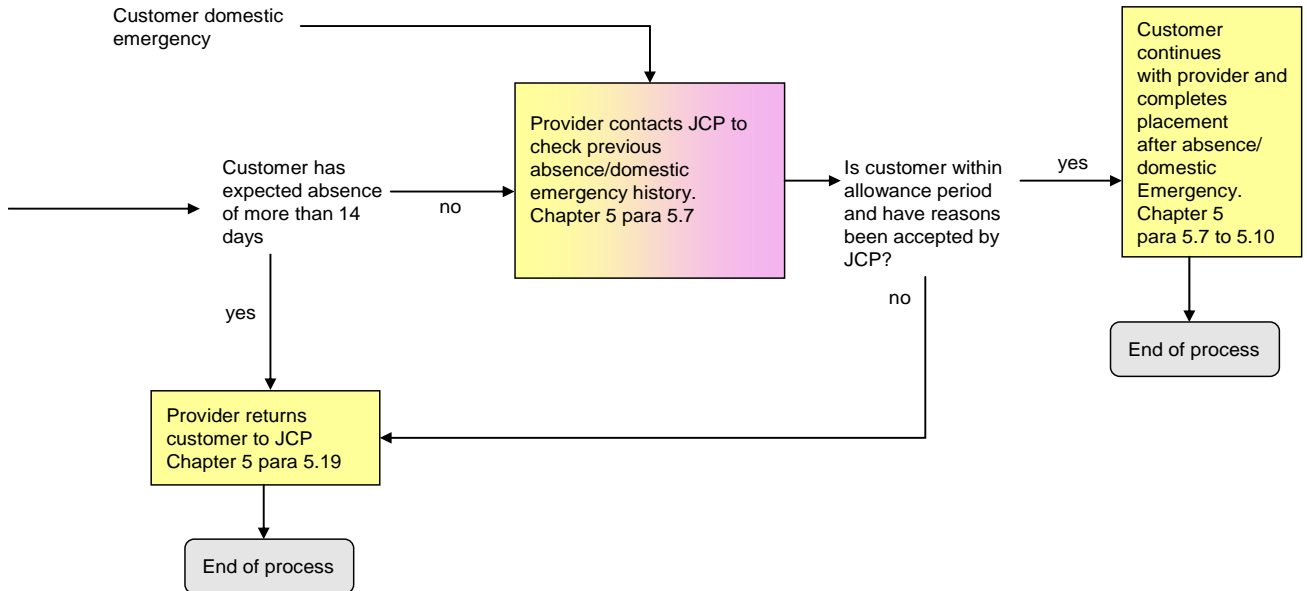
Provider – Source placement/customer engagement



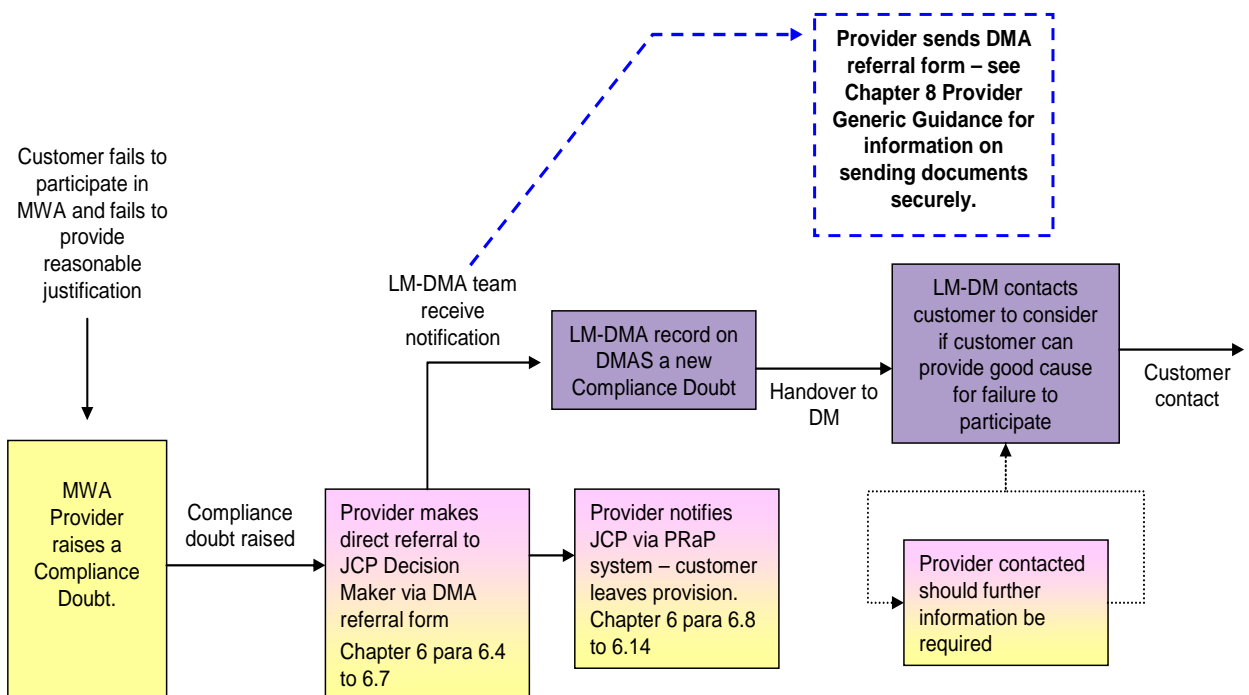
Provider – PRaP actions/MWA placement



Provider/JCP – Absence/Domestic emergency process MWA



DMA Activity



Annex 2: Community benefit guidance

- [Introduction](#)
- [Defining principles](#)
- [Questions to consider](#)
- [Examples of community benefit](#)
- [What is not community benefit?](#)
- [Unsuitable types of activity](#)
- [Ensuring customers are not exploited by employers](#)

Introduction

A2.1 The work experience placements delivered through MWA should deliver work that provides direct or indirect benefit to the local community. You should, if required, be able to clearly describe the community benefits the placement is delivering.

Defining principles

A2.2 The community benefit of a MWA placement should:

- be of benefit to the community **in addition to** the benefit of employing the individual;
- directly create, or significantly contribute to the creation of, tangible and lasting benefit to the community, or particular groups or individuals within the community;
- be clearly demonstrated in the placement activity, and not be an “add on”; and
- where the placement does not directly benefit the community, there must be clear demonstrable evidence that the placement employer business objectives are to deliver community benefits.

A2.3 A Community Benefit Placement must be of benefit to the community **over and above** the benefit of providing a placement to the individual. This means the role can include:

- working directly towards the community benefit goal of the host organisation. In this case the duties of the participant would contribute directly towards the benefit to the community. An example of this would be the employee working with the public on a community project;
- working indirectly towards the community benefit goal of the host organisation. In this case the duties of the participant would contribute indirectly towards the benefit to the community, as the duties of the participant would be contributing towards the work of the organisation which delivers community benefit. An example of this could be the employee working ‘behind the scenes’ on the organisation of a community project’; and

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- working towards the profit of the host organisation, providing that the majority of the role is dedicated towards delivery of benefit to the community.

A2.4 Examples of organisation types that come under this definition include;

- Local Authorities and Councils;
- Government Departments and Agencies;
- Charities and third sector organisations;
- Social Enterprises; and
- Environmental Agencies.

Please note this list is not exhaustive.

Questions to consider

A2.5 It may be useful to use the following questions when considering whether a placement demonstrates community benefit:

- what will the placement deliver? What is the output?
- how will the placement benefit the community?
- who in the community will it benefit?
- is the benefit to the community visible and lasting?
- would it be obvious to the taxpayer or a member of the public that the placement provides community benefit?
- if the placement does not appear to demonstrate direct involvement in the community benefit, does it have a supporting role in the project? (e.g. an administrator organising a new outreach project for vulnerable people could be demonstrating community benefit).

Examples of community benefit

A2.6 The following sets out three ways that community benefit could be demonstrated. It is not an exhaustive list, but a job with clear community benefit may include:

Social benefits – for example projects that:

- engage with and/or support vulnerable groups;
- support crime prevention or reducing anti-social behaviour;
- improve the physical, emotional or mental well being of the community;
- improve access to public services for vulnerable groups.

Environmental benefits – for example projects that:

- regenerate, renovate or restore public areas, buildings, houses and amenities;

- promote or support recycling, re-use, or energy efficiency and conservation;
- promote or support nature conservation;
- promote an awareness of and respect for the natural environment.

Cultural benefits – for example projects that:

- extend or improve access to cultural, sporting, or educational opportunities for vulnerable or marginalized groups;
- encourage or promote understanding between different communities and/or generations.

What is not community benefit?

A2.7 The following are past examples that the Department feels **fail** to demonstrate sufficient community benefit:

Where giving a person employment is claimed as the community benefit:

- Providers have said that ‘employing an otherwise JSA claimant, we are helping the individual to find sustainable employment’. This is a necessary requirement of MWA, but is not sufficient on its own to demonstrate a direct benefit to the community.

Where ‘green jobs’ are presumed to automatically have community benefit:

- Although we welcome the creation of green jobs, being green does not automatically mean that a job provides community benefit as its main objective. It is still necessary to describe where the community benefit is in line with the principles above.

Where community benefit has been poorly articulated:

- A number of Providers who have not clearly described the community benefit that jobs deliver have failed the criterion. For example one Provider mentioned that sports coaching is the community benefit, but fails to explain why this is important within the context of the local community.

Unsuitable types of activity

A2.8 Customers must not be expected to engage in activities which could put them at risk, or are against their personal beliefs. It would be difficult to produce an exhaustive list of unsuitable activities. If in doubt, contact JCP for advice. Generally speaking the sorts of areas relevant here might include:

- where there are doubts under the Health and Safety Act;

Mandatory Work Activity Provider Guidance

- where it may involve the customer breaking the law e.g. street sales without a license from the local authority where one is required;
- working in the adult entertainment industry; and
- involvement in religion or party politics.

A2.9 You should take account of a customer's personal beliefs. All participants on MWA should be treated fairly regardless of their religion or beliefs. They should not be asked to undertake any activity which goes against their beliefs, for instance, working within certain types of industry (e.g. with food). You should also make allowances wherever possible to accommodate religious holidays and practices.

Ensuring customers are not exploited by employers

A2.10 You are responsible for ensuring that customers are not exploited.

A2.11 Employers may be tempted to get involved in the delivery of provision as a way of getting cheap labour or getting someone in to help during a busy period. This is not acceptable. Placements must be additional to existing or expected vacancies.

A2.12 Before arranging work related activity or other periods of attachment to an employer, you must be sure there is a genuine reason why the employer wants to offer customers the opportunity to work with them.

A2.13 Once the customer is working with the employer, you are responsible for monitoring their progress, and in doing so, gaining assurance that they are not being exploited.

A2.14 Ultimately, any decision made about withdrawing participation with an employer will depend on the quality of feedback you get from the employer, and the knowledge you have of the capability of the participant.

Annex 3: Initial Notification Letter

MWA Provider Letter Wording to Customer - referral

The Provider letter to the customer must contain the following elements. The Provider may add anything they wish to this letter to support their customer journey. The below must be included as a minimum to support MWA regulations.

From:

To: Customers full name and address

Date letter issued:

Your Mandatory Work Activity Placement starts:

On: [text]

At: (time) [text]

Venue: [text] (full address of placement)

You must participate in the MWA scheme for [amount of hours per week] per week for four weeks on the following days and times.

(Input attendance start and end times for each day – if appropriate also include details of lunch breaks etc)-

Day	Week 1				Week 2				Week 3				Week 4			
	Am Start	Am Finish	Pm Start	Pm Finish	Am Start	Am Finish	Pm Start	Pm Finish	Am Start	Am Finish	Pm Start	Pm Finish	Am Start	Am Finish	Pm Start	Pm Finish
Monday																
Tuesday																
Wednesday																
Thursday																
Friday																
Saturday																
Sunday																

Your last day on your Mandatory Work Placement will be [insert date].

You must continue to attend your Jobsearch Reviews at the Jobcentre and actively seek employment whilst on Mandatory Work Activity.

Should your signing time at the Jobcentre conflict the above pattern of work, you must contact the Jobcentre to ask them to consider re-arranging your signing time to fit in with your attendance on MWA. You must then advise us immediately on [provider number] of your new signing time.

What if I cannot attend my work placement start date?

Please telephone us immediately on [Provider number (textphone:)]

You must notify us BEFORE, not after, the placement start date.

What is Mandatory Work Activity? – (detail in this paragraph is subject to provider customer journey – this information must be conveyed prior to the placement start. Where possible provide details of activities the customer is likely to be participating in whilst on placement).

[insert paragraphs on MWA and how MWA will support them, what they must do to keep getting Jobseeker's Allowance and/or National Insurance Credits, what additional support is available (e.g. arrange an interpreter if you need one and travel/childcare costs) and how they can ask further questions]

What happens if I don't start or fail to attend my Placement?

It is a condition of getting Jobseeker's Allowance and/or National Insurance Credits that you must start your placement and continue to attend, when asked to do so unless you have a good reason. Your benefit may be affected unless we agree to any alterations to your required attendance before the start date as set out in paragraph [insert paragraph number] above.

In the circumstances below we will refer your case to a Jobcentre Plus Decision Maker:

- if you do not start the placement;
- if you fail to attend the placement, once started, through out the period you are required to attend;
- if you are dismissed from your placement, or
- if you do not carry out the activities you are asked to do.

The Jobcentre Plus Decision Maker will decide if you have a good reason.

If the Decision Maker decides that you do not have a good reason you will receive a sanction on your JSA of either a loss of benefit for 13 weeks for the first offence; or 26 week loss of benefit for a second offence within a 12 month period. Once sanctioned, you will not be required to complete the remaining time on the placement, but you could be referred to MWA again for a further four week placement.

<<AppointmentOfficeManagerName>>
Manager (on behalf of the Secretary of State)

Annex 4: DMA Referral Form



MWA 01-DMA
Referral Form v0.00..

N.B. An electronic version of this form will be provided at a later date.

Annex 5: Leaver Letter

MWA Provider - Leaver Letter Wording to Customer

The Provider leaver letter to the customer must contain the following elements.

They must be included as a minimum to support MWA regulations.

From:

To: Customers full name and address

Date letter issued:

You are no longer required to attend your Mandatory Work Activity Placement.

Your last day on Mandatory Work Activity was therefore *[insert date]*.

If you are still looking for work you should report back to Jobcentre Plus.

Annex 6: PRaP Leaver Reasons Definitions

- [Introduction](#)
- [Customer moved outside CPA](#)
- [Customer participation ended due to starting full time work](#)
- [Customer participation ended due to no longer being entitled to JSA](#)
- [Customer has left provision](#)
- [Customer completes four weeks on MWA](#)

Introduction

A6.1 This section details the leaver reason you should select in PRaP when the customer leaves MWA provision.

Customer moved outside CPA

A6.2 Where the customer has moved outside the CPA you will be required to update the PRaP system selecting a 'leaver' reason of 'Transferred' from the drop down menu.

Customer participation ended due to starting full time work

A6.3 If you are notified that the customer has started full-time work you will be required to update the PRaP system selecting a 'leaver' reason of 'Found Work'.

Customer participation ended due to no longer being entitled to JSA

A6.4 In order for a customer to be eligible for MWA, they must remain entitled to Jobseekers Allowance (JSA).

A6.5 Should a customer's circumstances change; their entitlement to JCP benefits may be affected. If a customer's entitlement ceases, you will be notified by the customer or JCP.

A6.6 There are a number of reasons why a customer would no longer be eligible for MWA, which include:

- attending Jury Service;
- a domestic emergency lasting for 8 days or more; or
- sickness lasting for 15 days or more.

A6.7 You will be required to update the PRaP system selecting a 'leaver' reason of 'No Longer Eligible'.

Customer has left provision

A6.8 There are a number of reasons why a customer would leave MWA, which may include the customer:

- failing to participate and a doubt being raised;
- being excluded, and a doubt being raised; or
- no contact from the customer, resulting in a doubt being raised.

A6.9 If you become aware that a customer has left MWA provision, you should update the PRaP system selecting a 'leaver' reason of 'No Longer Engaged'.

Customer completes four weeks on MWA

A6.10 Once the customer has completed their four weeks on MWA you will need to enter the last date they attended their placement selecting a 'leaver' reason of 'Completed'.

Annex 7: MWA Definitions

- [Introduction](#)
- [Referral](#)
- [Engagement Activity](#)
- [Allotted Time](#)
- [Allotted Time Start](#)
- [MWA Placement Start Date](#)
- [Start Fee](#)
- [Completer](#)
- [Leaver](#)
- [Did not engage](#)
- [Customers referred for Balance of Time](#)

Introduction

A7.1 This section describes the MWA definitions.

Referral

A7.2 This is the date JCP makes a referral to you on LMS which you will receive the following day via PRaP (see paragraphs 3.3 to 3.8 for further details).

Engagement Activity

A7.3 The Engagement Activity is the initial engagement between you and the customer, which must include issuing a formal notification letter to the customer. This may be by any manner and media you deem appropriate and must take place prior to the MWA Placement Start Date (see paragraphs 3.17 to 3.19 for further details).

Allotted Time

A7.4 The MWA Allotted Time is 4 weeks from and including the date the customer starts a MWA placement.

Allotted Time Start

A7.5 A customer is defined as 'starting Allotted Time' on MWA from and including the date the MWA placement starts.

MWA Placement Start Date

A7.6 The date the customer starts the MWA placement. You must enter this date onto PRaP within 24 hours of the customer starting the placement (see paragraph 4.4 for further details).

Start Fee

A7.7 A Start Fee will be paid, when you record the MWA Placement Start Date on PRaP. At this point you are declaring that all activities at paragraph 4.4 of this document have been completed and are available for evidencing should they be requested by DWP (see paragraphs 8.2 to 8.6 for further details).

A7.8 Only one Start Fee will be payable for each customer per period of Allotted Time.

Completer

A7.9 A completer is a customer who has reached the end of their Allotted Time (see paragraph 4.18 for further details).

Leaver

A7.10 A Leaver is a customer who has not completed their Allotted Time. Leavers are customers who have:

- ceased to claim JSA;
- returned to JCP as described in Chapter 5 or
- had a MWA sanction doubt raised.

Did not engage

A7.11 A customer who has failed to start their Allotted Time, where an MWA Placement Start Date has not been recorded on PRaP.

Customers referred for Balance of Time

A7.12 A customer who has previously started their Allotted Time and subsequently been defined as a Leaver (see paragraphs 3.9 to 3.10 for further details).

Annex 8: Special Customer Record Customers

- [Introduction](#)
- [Management of Special Customer Record Customer information](#)

Introduction

- A8.1 Certain customers are allocated Special Customer Records (SCR) status. This is determined by HMRC Special Section D (SSD) in Newcastle for cases where unrestricted access to customer data poses a demonstrable risk to the individual's safety.
- A8.2 Records are maintained clerically by Jobcentre Plus (JCP) and have a protective marking of "Restricted". As these cases are maintained clerically, these customers must not have their details held on any electronic systems.
- A8.3 This status may be allocated for a variety of reasons:
- A notification via Multi-Agency Public Protection Arrangement (MAPPA), these arrangements supports the assessment and management of the most serious sexual and violent offenders. The aim of MAPPA is to ensure that a risk management plan is drawn up for the most serious offenders' benefits from the information, skills and resources provided by individual agencies;
 - Transsexuals;
 - Customers with Gender Recognition Certificates;
 - VIPs. Please Note: for this purpose local dignitaries, pop stars, actors and sports personalities are not classed as VIPs, but may still be allocated this status, following a customer request for privacy;
 - Other special cases, this category covers cases which are more difficult to define. Each case is considered on its individual merits. For example customers who have served a serious custodial sentence e.g. murder, given evidence to police in criminal cases, run away from home to escape an arranged marriage or are part of a witness protection programme;
 - Whilst you will not be told the offence/reason for a customer having been given Special Customer Record status, you will be told of any restrictions placed on the customer by JCP. These restrictions must be strictly adhered to. If you have any doubts or require further information, you must contact your JCP nominated manager.

Management of Special Customer Record Customer information

- A8.4 SCR customers should not be confused with other customer records that Jobcentre Plus are required to maintain clerically. These cases will be referred using PRaP but address details will not be available. In

these cases the JCP Nominated Officer will contact you to provide advice of the action to be taken, dependent on the circumstances.

- A8.5 During the time customers who have had this status allocated to them are with you on your provision you are required to maintain their records clerically. Access to a Special Customer Record must be restricted to a set period of time and on an event-by-event basis.
- A8.6 The period of time allowed should be sufficient for the effective conduct of business and, in every case, no longer than four hours. If this period of time is inadequate, management authorisation will be necessary.
- A8.7 To prevent unauthorised access to documents relating to Special Customer Records, clerical papers must be physically protected to a level commensurate with the identified risks.
- A8.8 All clerical records must be stored securely in robust lockable wooden or steel furniture.
- A8.9 You are expected to replicate the Jobcentre Plus policy. A member of staff at management level must be nominated at each of your offices to be responsible for the safekeeping of all sensitive customer records.
- A8.10 Your nominated officer will be responsible for ensuring that the access to clerical papers is strictly controlled and only granted to a user on those occasions where it can be established that a legitimate business need exists. Ideally there should be a control sheet for these cases, showing date, name of staff member and reason for record access.
- A8.11 Your nominated officer should make themselves known to Jobcentre Plus. All Special Customer Record customer information shared between yourselves, Jobcentre Plus and/or the Benefit Delivery Centre (BDC) should be between your nominated officer and the Jobcentre Plus/ BDC equivalent.

NB. Further information on Special Customer Records customers can be found in Chapter 3 para 3.19 to 3.29.

Annex 9: List of Abbreviations

ATM	Adviser Team Manager
BACS	Bankers' Automated Clearing Services
BoT	Balance of Time
CPA	Contract Package Area
CRB	Criminal Records Bureau
DNS	Did Not Start
DWP	Department for Work and Pensions
ESA	Employment and Support Allowance
EU	European Union
FJR	Fortnightly Jobsearch Review
FTA	Failed to Attend
IB	Incapacity Benefits
ICE	Independent Case Examiner
JCP	Jobcentre Plus
JCP PA	Jobcentre Plus Personal Adviser
JSA	Jobseekers Allowance
LA	Learning Agreement
LM-DMA	Labour Market Decision Making and Appeal
LMS	Labour Market System
MWA	Mandatory Work Activity
MI	Management Information
NEET	Not in Employment, Education or Training
NI	Northern Ireland
Ofsted	Office for Standards in Education
PAT	Provider Assurance Team
PEM	Provider Engagement Meetings
POST	PRaP Operational Support Team
PRaP	Provider Referral and Payment system
SCR	Special Customer Records
SPoC	Single Point of Contact
TIS	Travel to Interview Scheme
TPPM	Third Party Provision Manager
UK	United Kingdom