

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Completion Notes – How to Complete the UC193 form Failure to participate in the Work Programme

Date the participant failed to undertake the mandated activity/appointment	Enter the date the participant failed to undertake the mandated activity/appointment (This will be the same date as a Part 2, Question 3.)
Part 1 Participant details	
1. Name	Please enter full name of the participant.
2. National Insurance number	Ensure that a participant's details are recorded fully and accurately. If details are incomplete or incorrect (e.g. incorrect National Insurance number), the referral could be cancelled.
3. Date of birth	Record the participant's date of birth.
4. Telephone number	Enter the participant's telephone number if known.
5. Address the Mandatory Activity Notification (MAN) was sent to (including postcode)	<p><u>If the MAN was issued by post:</u></p> <p>Always make sure that you record the actual address that the MAN was sent to rather than the "current" address. The address may have changed since you issued the MAN.</p> <p><u>If the MAN was issued by hand:</u></p> <p>Please record 'MAN issued by hand during a face to face meeting'</p>
Part 2 Mandatory Activity Notification (MAN) details	
1. Date MAN issued to the participant	<p>Ensure that you accurately record the date the MAN was issued to the participant. There must always be a minimum of 2 clear working days between the notification and date of activity/appointment</p> <p>E.G. Any notification issued on a Thursday for a mandatory activity the following Monday is not deemed to be 2 working days.</p>
2. Method of issue	<p>A MAN must only be issued in writing either by hand or by post. You cannot use electronic means such as text messaging or email.</p> <p>Ensure that you allow enough time between issuing the notification and the date of the activity/appointment. There must always be a minimum of 2 clear working days between the</p>

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	notification and date of activity/appointment.
3. Date of the mandatory activity/appointment.	<p>Enter the date the participant failed to undertake mandatory activity appointment.</p> <p>If the MAN was issued by post:</p> <p>Always use the appropriate rate of postage to ensure the participant receives the MAN timeously. If the UC Decision Maker identifies that the wrong rate of postage was used the compliance doubt referral will be allowed</p>
4. Time of the mandatory activity/appointment	<p>It is important to clearly specify the timing and duration of the mandatory activity.</p> <p>E.G. Participant says their car broke down at 10:30am on the way to a mandatory activity/appointment. If the mandated activity/appointment was due to start at 9:00am then this may not be considered as 'good reason' by the UC Decision Maker</p>
5. Provide full details of the mandatory activity/appointment	<p>These details must have been included in the MAN issued to the participant.</p> <p>You must state exactly what the participant was mandated to do, when they were required to do it by and where the activity/appointment was due to take place. If appropriate, you should also detail the evidence they were required to supply.</p> <p>E.G. The participant was mandated to attend and participate in a CV workshop at Milltown Library, 45-47 Tin Avenue, MT1 0M5, between 10:30am and 12:30pm on 9 February 2016.</p> <p>The participant was to update their CV during this session and provide a copy to the provider.</p>
Part 3 Details of the mandatory activity the participant failed to undertake	
1. Did the activity/appointment the participant was required to undertake satisfy any restrictions notified to you by Universal Credit?	<p>These 3 questions must be considered prior to setting a mandatory requirement.</p> <p>The answer to all questions should be 'Yes'.</p> <p>If you answer 'No' to any of these questions you have not followed the correct process and the</p>
2. Is participation on the Work Programme mandatory?	
3. Was the required activity/appointment	

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reasonable taking into account the participants circumstances?	compliance doubt referral will be cancelled.
4. Has the participant's vulnerable status been checked?	<p>You must always check vulnerable status prior to raising a compliance doubt referral.</p> <p>Do not raise a UC193 until you have checked the participant's vulnerable status.</p> <p>You should regularly check vulnerable status in case there has been a change of circumstances.</p> <p>If you answer 'No' to this question you have not followed the correct process and the compliance doubt referral will be cancelled</p>
5. Is the participant in a vulnerable group?	<p>You must always confirm whether or not a participant is in a vulnerable group. If the answer is 'Yes' you must always take safeguarding action prior to submitting the compliance doubt referral.</p> <p>If 'No' go to part 4.</p>
6. If Yes , was safeguarding action taken?	<p>You must always undertake safeguarding activities for a vulnerable participant before raising a compliance doubt referral.</p> <p>Safeguarding means having a face to face discussion with a vulnerable participant, or their representative as appropriate, to check the participant understood both the mandatory requirement and the consequences of non-compliance.</p> <p>Yes: Safeguarding is successful when a face to face discussion has taken place and the vulnerable participant understood both the mandatory requirement and the consequences of non-compliance. In this instance you must raise the compliance doubt referral.</p> <p>Yes: Safeguarding is successful when a face to face discussion has taken place and the vulnerable participant has not understood the mandatory requirement and/or the consequences of non-compliance. In this instance a compliance doubt referral must not be raised.</p> <p>[NB If undertaking safeguarding face to face at</p>

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	<p>the point of mandation and the vulnerable participant does not understand the requirement or the consequences of non-compliance a mandatory requirement should not be set]</p> <p>No: Safeguarding is unsuccessful when attempts have been made to have a face to face discussion, but it has not been possible to do so.</p> <p>In this instance you must raise the compliance doubt referral. Complete Question 7 and provide details of what safeguarding actions have been attempted and when.</p>
<p>7. If you have tried, but failed to see the participant face to face, please explain in detail what actions you have taken (for example a timeline of methods of attempted contact, name of advocate or representative contacted etc)</p>	<p>You must include what attempts were made to contact the participant to successfully complete safeguarding.</p> <p>E.G methods of contact used, frequency of attempts, dates and times of attempted contact etc</p> <p>The UC Decision Maker will consider this information as part of the decision making process.</p>

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Part 4 Compliance Condition (required for all UC participants)	
Details of the action you have notified the participant to undertake in order to stop the open ended element of a sanction continuing:	
1. Date compliance condition issued	<p>This date must always be the same as the date in Part 2, Question 1.</p> <p>The compliance condition must be explained and issued at the same time as setting the original mandatory requirement and must have been included in the original MAN.</p>
2. Method of issue	<p>As the compliance condition is issued as part of the original mandatory requirement the method of issue must always be the same as Part 2. Question 2</p>
3. Provide full details of the compliance condition included within the MAN	<p>The compliance condition must be one of the four approved compliance conditions as detailed in Chapter 3A of UC Work Programme Provider guidance.</p> <p>The compliance condition must be explained and issued at the same time as setting the original mandatory requirement and must have been included in the original MAN.</p>
Part 5 Re-arrangement details (if applicable)	
1. Did the participant try to re-arrange the mandated activity/appointment before the date/time of the original mandated activity/appointment?	<p>Enter 'Yes' or 'No' to confirm whether or not the participant tried to re-arrange the original activity/appointment.</p> <p>If No please go to Part 6,</p>
2. If Yes , did you agree to re-arrange?	<p>Enter 'Yes' or 'No' to confirm whether or not you agreed to re-arrange the original mandatory activity/appointment.</p>

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<p>3. If Yes, provide full details of the new mandatory activity/ appointment included in the new MAN</p>	<p>It may not be possible to set the same activity/ appointment as the original mandatory requirement (e.g. for a jobs fair).</p> <p>You may set a different mandatory requirement for any reasonable activity/appointment you deem appropriate.</p> <p>You must issue a new MAN for the rearranged activity/appointment</p>
<p>4. If No, explain why you did not allow the participant to re-arrange the original mandated activity/appointment.</p>	<p>If you decide not to agree to re-arrange a mandatory activity/ appointment despite the participant contacting you prior to the activity/appointment you must include your reasons here. E.G. participant has made multiple requests to rearrange or defer this activity/appointment.</p>
<p>Part 6 Non-participation details</p>	
<p>1. How did the participant fail to undertake the mandatory activity/appointment?</p>	<p>Record either:</p> <ul style="list-style-type: none"> Did not attend Attended but did not fully participate No evidence provided Other (Please specify in Question 2)
<p>2. Provide full details</p>	<p>Explain exactly how the participant failed to undertake the mandated activity/appointment and ensure the specific reasons, address and location of the appointment or activity is provided.</p>
<p>Part 7 If the participant volunteered information as to why they failed to undertake the mandatory activity/appointment please provide details below</p>	
<p>This section is only to be used to record any comments the participant has volunteered. Please record "Not Applicable" if this does not apply.</p> <p>You do not have the authority to investigate further and you should only record information that is volunteered by the participant.</p>	
<p>Part 8 - Any other information</p>	
<p>Provide any other information that you feel is relevant to this referral, this could include; a statement provided by a host employer regarding a participant's dismissal or any history of previous non-compliance that is relevant, including – non participation on a voluntary basis.</p>	

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Part 9 Provider details and declaration	
I confirm that the above is a full and accurate statement	Please tick the box to confirm the details you have entered are a full and accurate statement.
1. Name of adviser or tutor	Please enter the name of the adviser who completed the UC193 form to help the UC Decision Maker know who to contact if necessary.
2. Date	Enter the date of completion of the UC193.
3. Email address to which the decision should be sent	Record your designated email address for the UC Decision Maker team to notify decision outcomes to. This must be your organisation's shared (generic) e-mail address, as approved by DWP, not your personal (individual) e-mail address.
4. Correspondence address to which queries/decision should be sent to if email is not appropriate	Enter your full correspondence address (including postcode). This should be the address you want the outcome decision to be sent to (if your sending method is by post).
5. Telephone number	<p>The UC Decision Maker will ring providers for clarification of the information if necessary. Provide the direct number of someone who can help (not a contact centre number).</p> <p>If the UC Decision Maker cannot clarify the information, the referral will be cancelled.</p>
6. Name and address (including postcode) of provider	Provide the full name and address of the Provider. This may differ from the correspondence address if for example the provider uses a central compliance doubt referral team.
7. Name of Prime provider	<p>Provide the name of your organisation (or if you are a subcontractor, the name of your Prime provider). This allows the UC Decision Maker to accurately record the outcome of the compliance doubt referral.</p> <p>If necessary the Prime provider will act as a contact point for the UC Decision Maker if they are unable to contact the subcontractor directly.</p>
8. Name of sub-contractor, if appropriate.	If you are a subcontractor provide your organisation name.