



Department
for Work &
Pensions

A guide to your Labour Market System (LMS) print- out

LMS Release 35

Version 9

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Introduction

You have asked the Department for Work and Pensions (DWP) to provide you with details of the electronically-held information about you on our Labour Market System (LMS).

This document describes the information contained in the LMS data print that has been sent to you.

The print-out shows all the details that we hold about you on LMS. If we hold no information about you on LMS for a particular section, the section heading will appear followed by the word 'None'. If any information is held then the entire section will be shown.

All information contained in the print-out is that which is held at the date of printing.

Further information about how DWP looks after your personal information is available online at: www.gov.uk/dwp/personal-information-charter.

How to use this guide

The headings on the contents page in this guide relate to the headings on the print-out.

When you need to find an explanation for a particular entry, you should:

- look on the print-out for the heading that the entry comes under, for example, 'Customer details'; then
- look at the contents page in this guide for the relevant heading and refer to the page listed.

Once you have found the correct page in the guide, explanations are given for each item of information.

Customer details

This section contains information about the basic personal details held about you on LMS. The details recorded cover the information Jobcentre Plus uses to identify you, information about how long you have been unemployed and what stage you have reached in the Jobcentre Plus process.

Field	Definition
Employment Status:	<p>This indicates whether you are:</p> <ul style="list-style-type: none"> • working (employed) • claiming Jobseeker’s Allowance (unemployed claiming JSA) • participating in a mandatory New Deal or a voluntary training course, usually lasting over 2 weeks (work-based learning for adults (WBLA)) • not known • unemployed not claiming JSA <p>Where appropriate, the length of time you have been claiming Jobseeker’s Allowance will be shown as over 6 months or under 6 months.</p>
NINo/Ref No:	Your National Insurance number or your reference number. A National Insurance number begins with 2 letters followed by 6 digits and ends with a letter. Your reference number is a 9 digit number.
Sex:	Your sex – either 'Male' or 'Female'. This is automatically entered by LMS when your title is input.
Title:	Mr, Mrs, Miss or Ms.
Forename:	The full first name you gave us. This is limited to 30 characters.
Surname:	The full surname you gave us. This is limited to 30 characters.
Address:	The address you gave us.
Postcode:	The postcode you gave us.
Tel No:	The telephone number you gave to the Jobcentre.
Other Tel No:	An alternative telephone number you gave to the Jobcentre.
Claim Cycle:	This tells Jobcentre Plus which weeks in the month you are required to attend the office to provide a signed declaration when you are claiming or have claimed JSA. P & R are fortnightly claim cycles; T & V are

	weekly claim cycles; 'W' is used by some offices when training allowance payments are made.
Claim File:	An indicator to help us locate your paper files.
Signing Day:	For JSA customers only, this is the day you attend the office and provide a signed declaration that you are still available for work and are actively seeking employment.
Attendance Pattern:	For JSA customers only, this shows how often you are required to attend the office and provide a signed declaration of your continued availability for work and that you are actively seeking employment, for example, 'Fortnightly', 'Weekly', 'Daily'.
Ethnicity:	An entry will be displayed if details of your ethnic group are recorded on LMS. The entry will be displayed as a result of information you provided when you completed an EM1 (Rev2) leaflet during an interview with an adviser.
Primary Benefit:	The main benefit that you may be receiving if you are unemployed but not claiming Jobseeker's Allowance.
Refugee Status:	This entry states whether you are a refugee, passing through the immigration system or have the right to reside in Great Britain.
Childcare Assist:	An indication of whether you have been informed about Childcare Assist and have received a Childcare Assist award.
Misuser of Drugs Date Set:	If your misuser of drugs marker was set to 'Yes' then this is the date that it was set.
Employment Status Change:	The date that your employment status was changed to 'Not Known'.
Other Disadvantages:	An indication of whether you have told Jobcentre Plus that you are at a disadvantage in finding work. It will be one or more of the following values: <ul style="list-style-type: none"> • ex-offender • misuser of drugs • misuser of alcohol • none of the above three disadvantages apply
Local Office:	The name of the Jobcentre Plus office where your customer record is maintained.
Birth date:	The date of birth you gave us.

Under 18:	An indicator to show if you are aged under 18.
Disabled:	A 'Yes' or 'No' indicator to show if you have any disabilities you have told us about that may affect your ability to carry out normal day to day activities.
Alt Address:	An entry will be displayed if you have given us an alternative address for correspondence purposes.
PWA Indicator:	Indicator to show whether you are a person without accommodation (PWA).
Customer Status:	Indicates whether the customer is 'Active' or 'Inactive' within the LMS.
Customer Group Type:	This indicates your length of unemployment, for advisory interview purposes.
Main Interview Due:	Indicator to show if you are due to have an advisory interview.
Ex Incapacity Benefit:	This indicates you were awarded ESA and prior to this you were in receipt of Incapacity Benefit.
Parent Status:	An indicator to show your parental status.
Claim Date:	This is the first date of your current claim to Jobseeker's Allowance and/or National Insurance credits.
Restart Claim Date:	This is the date that is used to calculate the date of your next review with a Jobcentre Plus adviser.
Signing Time:	For JSA customers only, this is the time that you normally attend the office to provide a signed declaration that you are still available for work and are actively seeking employment.
Incident Marker Set:	An entry will be displayed if you have been involved in a specific incident (or incidents) during which you displayed inappropriate (for example threatening) behaviour. The date shown is the date an indicator was set on your LMS record.
Ex-Offender Date Set:	The date your ex-offender marker was set to 'Yes'.
Misuser of Alcohol Date Set:	The date your misuser of alcohol marker was set to 'Yes'.
Third Party Password:	Password supplied by you to enable Jobcentre Plus staff to verify that a third party has your authorisation to look for work on your behalf.

Completed Assessment:	Indicator to show whether you have completed the assessment as described in the Customer Assessment Tool section.
Pension Credit Status:	Indicator to show your Pension Credit status.
CRM:	Indicator to show whether a clerical record is used by Jobcentre Plus.
Dependent Child Status:	Indicator to show if you have any childcare details recorded.
Backdated Claim Indication:	Indicates whether or not your currently recorded claim date is awaiting a backdated claim decision.
Welsh Spoken Preference:	Indicates your communication preference to be dealt with in Welsh or English in all spoken interactions with Jobcentre Plus.
Welsh Written Preference:	Indicates your communication preference to be dealt with in Welsh or English in all written interactions with Jobcentre Plus.
ESA Classification:	Indicates your Employment and Support Allowance (ESA) classification.
In-Work Start Date:	Date from when you became entitled to in-work support.
In-Work Eligibility End Date:	Date from which your entitlement to in-work support ends.
Interpreter/Sign Language:	Indicator to record if you require an interpreter or signer.
Other Language:	Indicator of which language you require translation services for.
FND Volunteer Indication:	Indicator to show if you are a Flexible New Deal volunteer.
Carer Indication:	Indicator to show if you have any carer details recorded.
PDU Status:	A 'Yes' or 'No' indicator to show if you have been identified as a person with drug and/or alcohol use.
PDU Treatment Status:	An indicator to show if you are identified as a person with drug and/or alcohol use and your treatment status.
Work Programme Marker:	This specifies the customer journey and eligibility for referral to the Work Programme.
Pension Credit Benefit Entitlement Date:	Indicates the date that you are entitled to Pension Credit.

ESA Classification Benefit Type:	This specifies the element of ESA you are claiming.
Decision Date (WCA Outcome Date):	Date the Work Capability Assessment (WCA) outcome was made.
End Date (WCA Due Date):	Date of the next/future WCA outcome.
ESA Progress:	The period between the WCA outcome and future WCA date.
ESA Status:	Specifies if you are an ESA stock customer or not.
Training Allowance Start Date:	Start date for attending training whilst on the Work Programme.
Training Allowance Expected End Date:	Expected end date for attending training whilst on the Work Programme.
Training Allowance Actual End Date:	Actual end date for completing training whilst on the Work Programme.

Adviser Discretion Fund (ADF)

ADF is used to provide goods (or services) that will assist customers to attend a job interview or accept a specific job offer.

Field	Definition
Programme:	Description of Jobcentre Plus initiative, benefit, or circumstances appropriate to your claim at that time.
Payment Type:	Description of how the ADF award has been paid.
ADF Category:	General description of goods awarded and purpose.
Overpay/Rec:	If you have not provided a receipt and overpayment action has been taken, this shows if the overpayment has been written off or recovered.
Proof of Payment:	Indicates whether a receipt has been provided.
Notes:	This is general information about any ADF transactions made.
Date ADF made:	The date an award from the ADF has been made.
Current Total ADF:	Calculates total amount spent from all ADF entries.
Authorised Amount:	Amount adviser authorises on AD1 (and AD2 if used). The AD1 and AD2 are forms used by Jobcentre Plus

Actual Amount:	The actual amount you received (stated on receipt/invoice from supplier).
Advance/Retrospective:	This indicates whether the payment of award you have received was made before or after the purchase.

New Deal

New Deal information will be held on your record if you have taken part in New Deal for 18 to 24 year olds or New Deal for 25 Plus. See Appendix 5.

Field	Definition
New Deal Marker:	This marker indicates the stage that you have reached within the New Deal process.
Gateway Date:	This will show the date you attended the initial New Deal 18 to 24 or New Deal 25 Plus interview.
Voucher/Subsidy:	If you took part in New Deal for 18 to 24 year olds this will be a 'Yes' or 'No' entry to indicate whether you were issued with a New Deal job voucher. If you participated in New Deal for 25 Plus this will be a 'Yes' or 'No' entry to indicate whether you were eligible for a New Deal job subsidy.
New Deal PDP:	If you took part in an Environment Task Force or voluntary sector option this will show a 'Yes' or 'No' entry to indicate whether you received and agreed a Personal Development Plan.
New Deal Status:	If you left a New Deal 18 to 24 or New Deal 25 Plus option this will show the reason why you left.
New Deal Status Date:	If you left a New Deal 18 to 24 or New Deal 25 Plus option this will show the date you left.
Eligibility Reason:	This is the reason that you were allowed early entry to the New Deal programme. See Appendix 7.
WPSLP Type:	An entry will only be displayed if you stated that you were interested in joining Work Programme support for lone parents (WPSLP).
WPSLP Invitation:	This will indicate you have been selected to receive an invitation to take part in WPSLP.
New Deal TP:	If you took part in a New Deal 18 to 24 or New Deal 25 Plus option this will show a 'Yes' or 'No' entry to indicate whether a training plan was received.
WPSLP Date:	If you took part in New Deal for Lone Parents this will show the date you started the programme.

New Deal history

Details all your New Deal activity records and New Deal history.

Field	Definition
Event Date/Time:	Time and date of the recorded activity.
Type of Event:	The type of activity that you participated in.
New Deal Process:	The stage you have reached within the New Deal process recorded in the LMS New Deal marker.
Qualifier:	This describes your status within the New Deal stage.

Work Programme support for lone parents

Field	Definition
Notes:	The notes recorded for your New Deal for Lone Parents.

Jobseeker Regime and Flexible New Deal (JR&fND)

This section will provide details about JR&fND records.

Field	Definition
Stage:	This entry indicates the JR&fND stage you were in.
Date:	Date and time from when the JR&fND process stage started.
Stg Days in Prev Clms:	Number of days spent in latest JR&fND process stage on previous claims.
Fast Track Cat:	Mandatory fast track category, to justify immediate access to the support available in stage 3 of JR&fND.
Notes/Fast Track Delay Excuse:	Text to explain why an initial stage 3 review has not been booked during the new jobseeker interview for a mandatory fast track category.
Fast Trk Delay Date:	Date by which the initial stage 3 review should be booked when entering a fast track delay excuse.
Early Entry Cat:	Early entry category, to justify early access to the support available in stage 3 of JR&fND.
Opt Early Entry Ind:	An indicator to display whether your circumstances match one of the early entry categories and you have agreed to

	proceed to stage 3. (Mandatory if early entry category is other than 'Not Applicable').
Prev Claim Months:	Total time in previous claims to Jobseeker's Allowance during the last 2 years, as a whole number of calendar months.
NEET:	Date from which an 18 year old customer commenced being not in employment, education or training.
Stg 2 Wkly Inter'n:	Number of weekly jobseeker reviews undertaken in stage 2.
Stg 3 Wkly Inter'n:	Number of weekly jobseeker reviews undertaken in stage 3.
On Training Allowance:	If LMS shows a gap between two claims to Jobseeker's Allowance this will indicate whether or not you were on a training allowance.
MWRA Status :	Indicator to show mandatory work-related activity status.

Jobseeker Regime and Flexible New Deal (JR&fND) history

This section will provide details about the JR&fND records history.

Field	Definition
Date:	The date and time the JR&fND history record was inserted.
Event Date:	Time and date of the recorded event.
Event Type:	The type of historical event that you participated in.
Prev JR&fND Stg:	Your previous JR&fND stage.
New JR&fND Stg:	Your new JR&fND stage.
JSA Days in Prev Clms:	The total number of days in previous claims to Jobseeker's Allowance in the last 2 years.
Appointment Type:	Appointment type for the JR&fND review.
Prev Fast Track Cat:	Fast track category before the event.
New Fast Track Cat:	Fast track category after the event.
Prev Early Entry Cat:	Early entry category before the event.
New Early Entry Cat:	Early entry category after the event.

New Deal 50 plus

The following section relates to information held on LMS for clients identified as eligible for (or taking part in) the New Deal 50 plus programme.

Field	Definition
ND 50 plus Marker:	Indicates the stage reached in New Deal 50 plus.
ND 50 plus Marker Date:	Date the current stage in New Deal 50 plus was set.
Destination:	Reason you left New Deal 50 plus.
Review Date:	Date your participation in New Deal 50 plus will be reviewed.
Training Grant:	Indicates a grant available for eligible New Deal 50 plus customers.
EC/WTC:	Indicator stating if you were paid either Employer Credit or Working Tax Credit as part of New Deal 50 plus.
Notes:	Any notes that have been recorded relating to your participation in New Deal 50 plus.

New Deal for Disabled People

The following section relates to information held on LMS for customers referred to New Deal for Disabled People (NDDP).

Field	Definition
NDDP Marker:	Indicates the stage you have reached in NDDP.
NDDP Marker Date:	Date the NDDP status marker was set.

Work Programme support for partners

The following section relates to information held on LMS for customers identified as eligible for Work Programme support for partners.

Field	Definition
Partners Marker:	Indicates the stage reached within the partners' process.
Partners Marker Date:	Date the current partners' status marker was set.
New Destination:	This will display the reason you left Work Programme support for partners.

Lone parent work-focused interviews

The following section relates to information held on LMS for customers identified as eligible for lone parent work-focused interviews (LPWFI).

Field	Definition
LP WFI Type:	Indicates the type of client you are in LPWFI.
Review Date:	The date of your next 6 month or annual review.
Status:	The point in the LPWFI process that you have reached.
Status Change Reason:	Reason for changing the status to 'WFI Waived', 'WFI Deferred' or 'Exit'.
Cycle:	The interview regime that you are to follow.
Last Interview Due Date:	The date your last work-focused interview (WFI) was due.
Deferred WFI Due Date:	The date your deferred WFI is due.
Cycle at the last WFI:	Your cycle at the time of the last WFI.
Cycle at the penultimate WFI:	Your cycle (how often you might be interviewed) at the time of the WFI before the last one.
Action Date:	The date that an action was taken.
Action:	An action taken during your progress through LPWFI.
Action Reason:	The reason for changing the status to 'WFI Waived', 'WFI Deferred' or 'Exit', changing the cycle or for changing the status, when a WFI is cancelled.
Cycle:	Interview regime you are on in LPWFI.
Office Mnemonic:	Identifier of the office that changed your status or cycle.
Officer's Number:	Identifier of the officer who changed your status or cycle.
FYQWFI Exemption Status:	Indicator to show whether you are exempt or not from inclusion in the lone parent obligations for mandatory final year quarterly interviews.
FYQWFI Exemption Reason:	The reason recorded when you have a final year quarterly work-focused interview exemption status of 'Yes'.
End of IS Claim Date:	The date when your claim to Income Support may end.
Intended Destination:	The allowance that you intend to move to after your claim to Income Support ends.

Building on New Deal (BoND)

The following section provides information held on LMS for customers referred to modules of provision under the Building on New Deal programmes.

Field	Definition
CAG:	This will display your customer assessment group determined by your adviser. This enables us to tailor our services and better target help to you.
BoND Package:	This indicates whether a package of training and support activity has been tailor made for you by your adviser.

Jobcentre Plus pilot

The following section provides information on your participation in initiatives delivered by Jobcentre Plus. See Appendix 6.

Field	Definition
Pilot:	The name of the pilot that you are/were taking part in.
Stage:	The stage(s) of the pilot that you are/were taking part in.
Date:	The date that the stage marker was set.
End Date:	The date that you stopped taking part in the pilot.

Customer Jobcentre Plus process

This section contains information about the stage you have reached within the Jobcentre Plus process (JP) and the date that you reached that current stage. See Appendix 2.

Field	Definition
JP Invitation:	How Jobcentre Plus invited you to join JP.
JP Status:	This will show your current JP status.
Date recorded:	Date that your current JP status was recorded.
JP Claim Type:	The type of JP claim made, for example, 'Lone Parent' or 'Housing Benefit/Council Tax Benefit'.
JP Claim Date:	This will show the date that the claim was recorded on LMS.
JP Destination:	If your participation in JP has ended, this will show the reason why it ended. Most reasons are self-explanatory, however the following are not easily interpreted:

	<ul style="list-style-type: none"> • Unsuccessful call back: This is when a first contact officer is unable to contact a customer when an agreed call back call is made. • First Contact: Diversion to Work: When a customer is assisted into work by a first contact officer. • CS – Claim Not Made 16/17 Yr Old: 16/17 Year Old customers who decided not to claim Jobcentre Plus benefits after they attended Connexions/Careers Service interviews
Destination Date:	Date a reason for ending participation in JP was recorded.
Cycle:	The interview regime that you need to follow.
FYQWFI Exemption Status:	Indicator to show whether you are exempt or not from inclusion in the lone parent obligations for mandatory final year quarterly work-focused interviews.
FYQWFI Exemption Reason:	Reason recorded when you have a final year quarterly work-focused interviews exemption status of 'Yes' (i.e. exempt).
End of IS Claim Date:	The date when your claim to Income Support may end.
Intended Destination:	The allowance that you intend to move to after your claim to Income Support ends.

ESA classification history

This section contains information about your Employment and Support Allowance (ESA) history.

Field	Definition
ESA Classification:	An indicator to show your ESA classification.
Classification Date:	Date this ESA history record was inserted into ESA history.

Review details

These actions identify the review information on Jobcentre Plus process (JP) status.

Field	Definition
Review Date:	The date of your JP status review.
Review Reason:	This is the reason your interview was booked.
Officer/Team:	Indicating which officer/team will need to review your case.

Notes:	Notes that have been recorded relating to your JP reviews.
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JP actions

These actions reflect a change in your Jobcentre Plus process (JP) status, the initial method of contact with Jobcentre Plus and/or the reasons for deferring a Jobcentre Plus interview.

Field	Definition
Action Detail:	This column will display a description of the JP action.
Date:	The date the JP action was recorded on LMS.
Cycle Reason:	This shows the reason for your next review.

IWAS details

This section contains the details of your eligibility for in-work advisory support (IWAS).

Field	Definition
IWAS Status:	Indicator to show whether or not IWAS started for you.
IWAS Offer:	The decision given by you in response to an offer of IWAS.
Declined Reason:	The reason recorded as to why you declined IWAS.
Offer Date:	The date when IWAS offered to you.
IWAS Not Required:	Indicator to record whether or not you require IWAS.
IWAS End Date:	The date you have ended IWAS.

IWAS history

This section contains details of the in-work advisory support (IWAS) actions taken to assist you.

Field	Definition
Event Date:	Time and date of the recorded event.
Event Type:	The type of historical event that you participated in.
Event Reason:	Reason recorded for the event type changes.

IWEDF details

This section contains details of the in-work emergency discretion fund (IWEDF) offers/decision to you.

Field	Definition
Offered:	Indicator to show whether you have been offered IWEDF.
Decision Date:	The date when your decision was recorded.
Decision:	The decision given by you in response to an offer of IWEDF.
Declined Reason:	Reason recorded for declining IWEDF.
26 Week Total:	The total amount awarded to you over the last 26 weeks.
Lifetime Total:	The total amount awarded over your lifetime.

IWEDF award

This section contains specific details of any awards of in-work emergency discretion fund (IWEDF) payments.

Field	Definition
Award Date:	Current date when the officer records IWEDF Award.
Payment Type:	How the IWEDF payment was made.
Award Category:	The category of the IWEDF award.
Payee:	To whom the payment is being made: customer or supplier.
Authorised Amount:	The IWEDF award amount authorised for payment.
Actual Amount:	The actual IWEDF amount paid to you by Jobcentre Plus.
Proof of Purchase Required:	Indicator to show whether a proof of payment is required.
Proof of Purchase Received:	Indicator to show whether proof of payment has been received.
Award Status:	The status of the award.
Payment Timing:	When the payment is to be made.
Proof of Purchase Reminder:	Indicator to show whether or not a 7 day proof of payment reminder has been issued.
Proof of Purchase Reminder Date:	Date the 7 day proof of payment reminder was issued, as entered by the recording officer.

Cancellation/Discrepancy reason:	Reason provided by the adviser when the actual amount exceeds the authorised amount or when the award has been cancelled.
Award Details:	Additional information relating to the award.
Authorisation Status:	The IWEDF award authorisation value.
Refusal Details:	Reason the IWEDF award was refused.

Employment Zone

Employment Zone (EZ) information will be held on your record if you have taken part in an EZ programme.

Field	Definition
EZ Status:	If you have been, involved in the EZ programme, this will indicate your EZ Status.
Status Date:	The date that the status was last changed.
Previous Step:	An indicator of the previous stage in the process.
Notes:	Any notes that have been recorded relating to your EZ participation.
EZ Early Entry Reason:	The reason for early entry to an Employment Zone.
EZ Adviser Discretion Notes:	Notes to explain advisers decision to offer early entry.

EZ actions

EZ Actions occur when your Employment Zone (EZ) status is changed.

Field	Definition
Action Detail:	The action detail is a description of the change to EZ status.
Date:	The date that the EZ action was recorded on LMS.

Customer additional information

This section contains information about the type of work you are looking for, any previous work experience and your qualifications.

Field	Definition
Previous Job 1:	The title of your last job and the name of the employer.
Start Date:	The date you started your last job.

End Date:	The date you finished your last job.
Previous Job 2:	The title of the job before your last job and the name of the employer.
Start Date:	The date you started this job.
End Date:	The date you finished this job.
Preferred Job 1-3:	The type of work you are looking for in order of preference.
Health Problems:	Details of how a particular health condition affects the kind of work you can do.
Additional Notes:	Additional notes that have been recorded about you.
Lingual Skills:	Details of other languages you can speak.
Driving Licence:	This details any current driving licences you hold.
Endorsements:	Indicator of what driving license endorsements you have.
Looking For:	The hours of employment you are looking for.
Own Transport:	Indicator to show you have transport to travel to work.
Shift Work:	Indicator to show whether you can do shift work.
Night Work:	Indicator that shows if you can do night work.
Temp Work:	Indicator to show whether you can do temporary work.
Part Time Study:	Indicator to show whether you are studying part time.
Part Time Study Notes:	Notes recorded relating to your part-time study.
Rent/Mortgage:	Indicator to show if you are paying rent or mortgage.
Council Tax:	Indicator to show if you are paying council tax or not.
Dependant:	Indicator to show if you are caring for a dependant or not.
Work Programme Barriers:	Available for JSA clients for the recording of barriers to work whilst participating in the Work Programme.
NEET From Date:	Date when the customer has not been in either employment, education or training (NEET).

Childcare entitlements

The following section provides information on any entitlements you may have received to support childcare.

Field	Definition
Start Date:	The date that the childcare entitlement started.
End Date:	The date that the childcare entitlement ended.

Rate:	Rate of childcare. 'A' = 1 child, 'B' = more than 1 child.
Invalid:	This will indicate if the record period is not correct.

Additional support entitlements

The following section provides information on any entitlements you may have received for additional support.

Field	Definition
Authorisation Date:	The date that the entitlement was authorised.
Reason:	The reason for the authorisation.

Customer disability details

These details will be held to show any disabilities recorded on your customer record.

Field	Definition
Disability Status:	This will display any disabilities recorded.
Impact on work:	This will display the impact that these disabilities may have on any work undertaken.
Reasonable Adjustment:	This will display any adjustments needed to make to help you access Jobcentre Plus services more easily.

Caseload details

A 'caseload' is a number of jobseekers grouped together on LMS.

Field	Definition
Type:	Type of caseload your details are held in.
Office Name:	The jobcentre that holds your details in their caseload.

Conversations

Conversations are notes added to your record during or following contact with a member of staff when you contact the Jobcentre.

Field	Definition
Date:	The date the conversation took place.
Text:	A brief description of the conversation.

Jobseeker's Agreement

One of the conditions for receipt of Jobseeker's Allowance (JSA) is that you must have a Jobseeker's Agreement (JSAg). The Jobseeker's Agreement sets out your availability for work, the types of job you are looking for, the steps you have agreed to take to look for work, the frequency you have agreed to do them and the help that Jobcentre Plus will provide.

Field	Definition
JSAg Agreed Status:	States whether your JSAg has been agreed or in dispute.
Agreed Date:	Date your JSAg was agreed.
TAM Date:	The (treat as made) date your JSAg came into effect.
Job Goal 1 – 3:	The titles of occupations you are looking for.
I am willing and able to start work:	Period of notice you told us you need before starting a job.
Contact family and friends:	Indicator to show whether you have agreed to contact family and friends in order to find work.
Permitted Period:	The number of weeks that you are permitted to restrict your job search activities to your usual job, location and wage.
End Date:	Date when the permitted period ends.

Minimum weekly actions

These are the minimum actions you agreed to take each week to help you find work, stating how often you agreed to carry out each action.

Field	Definition
Emp Phone Contact:	Number of times you agreed to telephone employers each week.
Jobcentre Plus Visits:	Number of times you agreed to visit the jobcentre each week.
Emp Letters:	Number of times you agreed to write to employers each week.
Emp Visits:	Number of times you agreed to visit employers each week.
Agreed Restrictions:	Details of agreed restrictions on your availability to work or restrictions on the type of work you are looking for.
Other Activities:	A list of other activities you are doing to improve your prospects of finding work.

I want to restrict the days and hours I am available for work:	Indicator to show if you wish to limit the days/hours you are available for work.
Earliest Latest Hours:	The hours you agreed you are available for work will be displayed. If you have stated that you wish to restrict the days and hours you are available to work, these details are mandatory. If you have not restricted the days and hours you wish to work then this information is optional.
Total:	If you have limited the days/hours you are available to work, this is the total number of hours per week you have agreed you are available for work.
Look in These Newspapers:	A list of the newspaper and trade papers you have agreed to look in to find work.
How Often?	How often you have agreed to look in the publications.
Actions agreed with YSS & other activities:	These are actions agreed between you and the Youth Support Service (YSS).
New Jobseeker:	Indicator to show whether you are a new jobseeker aged under 18.
JSAg Notes:	If your JSAg has not been agreed, this will display the reason why the JSAg is in dispute.

Interviews

An interview recorded on LMS is an interview with a Jobcentre Plus adviser/officer.

Field	Definition
Interview No:	A unique number allocated to each interview by LMS.
Interview Type:	This will show the specific type of interview.
Date:	Date of interview.
Time:	Time of interview.
Status:	Indicates the current status of this interview.
Customer Group:	Indicates the length of time you have been seeking work for advisory interview purposes.
New Deal:	If you have taken part in New Deal for 18 to 24 year olds or New Deal for 25 Plus, this will show the New Deal status held on the interview record.
JP Status:	Indicates your JP status at the time of booking the interview.

JP Type:	Indicates your JP type at the time of booking the interview.
WFIP Status:	Indicates the current stage in the work-focused interview for partners process. See Appendix 4 for values and status descriptions.
Telephone Letter Option:	Indicates whether the appointment has been arranged by telephone or invitation letter.
Ethnicity:	An entry will be displayed if details of your ethnic group are recorded. The entry will be displayed as a result of information you provided when you completed an EM1 (Rev2) leaflet or during an interview with an adviser.
LPWFI Status/Cycle:	A combination of lone parent work-focused interview status/cycle information required for management information purposes.

Appointments

These are meetings with a Jobcentre Plus adviser/officer that have been booked on your behalf, either as part of the Jobcentre Plus process or at your request.

Field	Definition
Appointment Type:	This will show the type of the appointment.
Appointment Date:	This will show the date the appointment is booked for.
Appointment Start:	The scheduled start time of the appointment.
Appointment End:	The scheduled end time for the appointment.
Home Appointment:	Indicator to show if the appointment is booked to take place in your home.
Letter Type:	Type of appointment letter issued.
Letter Date:	Date when an appointment letter was issued.
Notes:	Details of extra notes that were made for the appointment.
Prerequisites:	Things which you are required to bring to the appointment.
Disabled Access:	Indicator to show if disabled access is required at the appointment location.
Audio Loop:	Indicator to show if audio loop is required at the appointment location.
Appointment Booking Date:	The date the appointment was booked.
Appointment Duration:	How long the interview lasted.

Assessor Type:	The type of financial assessor carrying out the interview.
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Interview actions

Interview actions agreed during your interview with a Jobcentre Plus adviser.

Field	Definition
Interview No:	A unique number allocated to each interview by LMS.
Action Detail:	Action details and their descriptions are listed in Appendix 1.
Date:	The date the interview action was recorded on LMS.
Result:	Indicator to show the outcome of the interview action.
Result Date:	The date the outcome was input to LMS.
Notes:	Details of more information relevant to the interview action.
EZ Adviser Discretion Notes:	Notes input to explain the adviser's decision to offer early entry to Employment Zones.
Self Help Notes:	Your self-help notes.

Intervention actions

An intervention can be any contact or agreed action with staff in the jobcentre.

Field	Definition
Intervention No:	A unique number allocated to each intervention by LMS.
Action Detail:	Action details and their descriptions are listed in Appendix 1.
Date:	Date the intervention action was recorded on LMS.
Result:	Indicator to show the outcome of the interview action.
Result Date:	Date the outcome was input to LMS.
Intervention Type:	Type and regularity of intervention.
Notes:	Details further information relevant to the intervention action.
Self Help Notes:	Your self-help notes.

Customer referrals/decisions

If there was a doubt about your entitlement to Jobseeker's Allowance, a labour market decision maker will determine how this doubt might affect your claim for Jobseeker's Allowance (JSA).

Field	Definition
Question:	This will show the reason why your entitlement to JSA is in doubt. All 'Questions' are listed in Appendix 3.
Suspension Start:	Date from which your payment of JSA was suspended.
Suspension End:	Date to which your payment of JSA was to be suspended.
Source:	How the doubt about your entitlement to JSA was identified.
Raised On:	Date the question was raised.

Referral details

Field	Definition
Referred To:	Indicates where the question was referred to for a decision.
Referred On:	Date the question was referred for a decision.
Referral Reference ID:	Unique number generated to identify each referral.
Notes:	Any information that is relevant to the action.

Basic oral explanation details

Field	Definition
Explanation:	Details of the oral explanation provided to you about the decision on your doubt/referral.
Recorded Date:	Date when basic oral explanation details are recorded.
Provided Date:	Date when basic oral explanation was provided to you.

Reconsideration/appeal referrals

Field	Definition
Type:	Whether the referral is a reconsideration (to be looked at again by a decision maker) or an appeal (you are appealing against a decision).
Referred On:	A code relating to the doubt in question.
Reconsideration/Appeal Reference ID:	Unique number generated for each referral and corresponding reconsideration or appeal raised.

Reconsideration oral explanation details

Field	Definition
Recorded Date:	Date on which an oral explanation for reconsideration is recorded.
Provided Date:	Date on which an oral explanation for reconsideration was given.
Explanation:	Details of the oral explanation provided to you about the reconsideration of your doubt/referral.

Decision details

Field	Definition
Decision:	The outcome of the referral.
Period from:	Date from which any disallowance or sanction applies.
To:	Date up to which any sanction or disallowance applies.
Date Made:	Date the decision was made.

Notification details

Field	Definition
Referral Notification Letter:	Date you were notified of a local decision maker's decision.
Local Office Decision Letter:	Date you were notified of a local office decision.

Reconsideration/appeal decisions

Field	Definition
Decision:	The outcome of the referral.
Period from:	Date from which any disallowance or sanction applies.
To:	Date up to which any sanction or disallowance applies.
Date Made:	Date the decision was made.
Reconsideration/ Appeal Question:	Question the decision was based on.

Jobseeker directions

Details of the steps that a Jobcentre Plus adviser has directed you to take to improve your prospects of being employed and to assist you in finding employment.

Field	Definition
Status:	This is the current status of the jobseeker direction.
Review Date:	Date when the adviser is expected to interview you to discuss the outcome of the direction.
Reason For Direction:	The reason you were issued with a jobseeker direction.
Details and Method of Achieving:	The action you agreed to enable you to carry out the direction.
Input Date:	Date the jobseeker direction was issued.

Vacancy/opportunity submission/referrals

A submission/referral is an approach to an employer or provider for the purpose of obtaining employment or a place on a training opportunity.

Field	Definition
Vacancy/Opportunity No:	Identifier of the vacancy/opportunity.
Vacancy/Opportunity Title:	Title of the vacancy or opportunity you have applied for.
Vacancy/Opportunity Owning Office:	The jobcentre that is the contact for the vacancy/opportunity.
Submission/Referral Date:	Date you were referred to the vacancy/opportunity.
Sub./Ref. Interview Date:	Date of an interview that has been arranged for you with an employer/provider.
Submission/Referral Result:	The outcome of the submission/referral.
Follow Up Remarks:	Information that may be useful for referrals/decisions action, audit or tracking results.
Submission/Referral Result Date:	Result date of the submission/referral.
Expected Start Date:	Date you are expected to start the job/opportunity.

Organisation Site:	Name of the employer/provider you have been referred to.
Source Of Submission/Referral:	How you found out about the vacancy/opportunity.
Process Of Submission/Referral:	The business process during which the referral was made.
Date Started:	Date that you started the job/opportunity.
End Date:	Date that you ended the opportunity.
End Reason:	Reason that you ended the opportunity.
Early Entry:	Reason for your early entry to the opportunity.
Employment Start Date:	Date you started employment.
ITP Achieved:	Whether your individual training plan has been achieved.
AP Achieved:	Whether your action plan has been achieved.
ITP Achieved – within 13 weeks:	Whether the individual training plan was achieved within 13 weeks from the end date of the opportunity.
AP Achieved – within 13 weeks:	Whether the action plan was achieved with 13 weeks from the end date of the opportunity.
Opportunity End Reason at 13 weeks:	End reason recorded for the opportunity 13 weeks after you finished the opportunity.
ESF Funded:	Whether the opportunity is partly funded by the European Social Fund.
Match Funded:	Indicates whether the provision you are/have taken part in has been declared to the European Union as appropriate to attract European Social Funding to support similar provision for other people.

Customer details at time of referral

Field	Definition
Under 18:	Indicator to show if you were aged under 18.
Disabled:	Indicator to show if you have any disabilities you have told us about that may impact on your ability to carry out normal day to day activities.
Sex:	Either 'Male' or 'Female'. This is automatically entered by LMS when your title is input.
Ethnicity:	An entry will be displayed if details of your ethnic group are recorded. The entry will be displayed as a result of

	information you provided when you completed an EM1 (Rev2) leaflet or during an interview with an adviser.
Customer JP status:	Your JP status at the time of the referral.
Customer JP Type:	Your JP type at the time of the referral.
Employment Status:	Indicator that shows whether you are employed or unemployed.
WFIP Status:	This shows the current stage in the WFIP process. See Appendix 4 for values and status descriptions.

Other disadvantages

Field	Definition
PWA:	Indicates whether you were without accommodation at the time of referral.
Low Qualification:	This shows whether the qualifications you have told us about place you in the lowest qualified category at the time of referral.
Refugee Status:	Refugee status at the time of referral.
Other Disadvantages:	Indicates whether you have told Jobcentre Plus that you are at a disadvantage in finding work.

Ambition assessment details

Field	Definition
Prov Cat:	Title of the opportunity you have applied for.
Date Started:	Date on which the ambition assessment started.
Date Completed:	Date on which the ambition assessment finished.
Status:	Status of the ambition assessment.
Assessment Start Time:	The start time of your ambition assessment.
Assessment Expected End Date:	Date that the assessment is due to end.
Assessment Expected End Time:	The finish time of your ambition assessment.
Building on New Deal Package:	Indicates whether a package of training and support activity has been tailor made for you by your adviser.
Third Party Indicator:	Indicates whether someone acted on your behalf in searching for this vacancy.

LPWFI Status/Cycle:	A combination of lone parent work-focused interview (LPWFI) status/cycle information required for management information purposes.
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Speculative referral

A speculative referral is an approach made to a provider by Jobcentre Plus on your behalf for the purpose of starting training.

Field	Definition
Employer No.	The unique identifier of the provider to who the referral is made.
Organisation Site:	The name of the provider approached.
Job Title:	The title of the job you were referred to.
Referral Date:	Date the referral was input.
Ref. Interview Date:	Date of an interview arranged for you with a provider.
Referral Result:	The outcome of the speculative referral.
Follow Up Remarks:	Information relevant to the speculative referral for decision making and appeals action, audit or tracking purposes.
Referral Result Date:	Date of the result of the speculative referral.
Expected Start Date:	Expected date to start training as a result of the referral.
Source Of Referral:	How you found out about the opportunity.
Process Of Referral:	The Jobcentre Plus service from which the referral was made.
Referral Notes:	Any information that is relevant to the speculative referral.
Hours:	Number of hours per week that the training involves.
Date Started:	Date that you started training.
End Date:	Date that you completed training.

Customer details at time of referral

Field	Definition
Under 18:	Indicator to show if you are aged under 18.
Disabled:	Indicator to show if you have any disabilities you have told us about that may affect your ability to carry out normal day to day activities.
Sex:	Your sex – either 'Male' or 'Female'.

Ethnicity:	An entry will be displayed if details of your ethnic group are recorded. The entry will be displayed as a result of information you provided when you completed an EM1 (Rev2) leaflet or during an interview with an adviser.
Customer JP status:	Your JP status at the time of the referral.
Customer JP Type:	Your JP type at the time of the referral.
Employment Status:	Indicator that shows whether you are employed or unemployed.
WFIP Status:	This shows the current stage in the WFIP process. See Appendix 4 for values and status descriptions.
LPWFI Status/Cycle:	A combination of your LPWFI status and cycle at the time of referral.

Speculative Submission

Details of client speculative submissions to vacancies.

Field	Definition
Employer Name:	Name of speculative referrals employer.
Employer Contact Name:	Name of speculative referrals employer contact.
Job Title:	Free text field for the job title.
Postcode:	Postcode of employer address.
Employer Address 1:	Address line 1
Employer Address 2:	Address line 2
Employer Address 3:	Address line 3
Employer Address 4:	Address line 4
STD Code:	Area telephone code
Telephone No:	Telephone number
SOC:	A number which identifies the type of job for statistical purposes.
SIC:	A number which identifies the type of employer for statistical purposes.
Source:	Indication of where the submission originated from.
Type:	The type of vacancy.
Business Process:	The approach of how the submission is made.

Nursing qualifications:	Nursing qualifications the employer says are required for the submission.
Expected Interview Date and Time:	Expected date and time the interview with the employer.
Notes:	This entry may display more information relevant to the speculative submission.

Action plan

If you have taken part in New Deal for 18 to 24 year old, New Deal 25 Plus, work-focused interviews, New Deal lone parent programme, work-focused interviews for partners, New Deal for partners or JP, information gathered in the New Deal or JP interview will be used to agree realistic and achievable job goals. It should also include commitments, for example, drug/alcohol treatment or Probation Service supervision. These will be documented on an action plan drawn up between you and the adviser.

Field	Definition
Date of the Action Plan:	Date the action plan was created.
Aims:	Steps you have agreed to take to enable you to achieve your chosen job goal.
Employment History:	Details of your employment history you have gained.
Personal Circumstances:	If you have any personal circumstances that may affect your ability to find work the details will be entered here.
Qualifications Level:	The level of qualification achieved.
Qualifications Subject:	Details of your subject qualifications you have obtained.
Qualifications Outcome:	Details of your outcome qualifications.
Qualifications Date Comp:	The date qualifications completed.
Information:	If there is anything that may affect you when you are looking for work, for example, a health condition, the details will be entered here.
Action Item:	Describes progress review between you and your adviser.
Review:	Details further steps you have agreed you need to take towards achieving your chosen job goal.

Joint claims for Jobseeker's Allowance (JSA)

These are claims made where a couple both meet the criteria for claiming income-based Jobseeker's Allowance, have no dependants and neither party are engaged in full-time education.

Field	Definition
Joint Claim Marker:	This will show whether you currently have a joint claim with someone and whether an exemption has been applied for and agreed.
Date Recorded:	Date that this marker was set.
History:	Record of all the joint claims that you have made.
Other Claimant:	Forename and surname of the other claimant in this joint claim.
End Reason:	Reason for ending the joint claim.
Start Date:	Date when the joint claim marker was first set.
End Date:	Date when the joint claim was ended.

Previous qualifying periods

This information is about previous periods of unemployment or training that can be added to your current claim period and will count toward the total length of time you may be classified as being unemployed.

Field	Definition
Start Date:	Date that the qualifying period started.
End Date:	Date that the qualifying period ended.
End Reason:	Reason that the qualifying period ended.
Period Type:	Type of qualifying period.

Qualifications

Information about qualifications that you have achieved or are currently working towards will be recorded here.

Field	Definition
Level:	Level of your qualifications when they are measured against the National Skills Framework.
Subject:	Qualification subject.

Outcome:	Outcome of the qualification/the element of the basic skills assessment.
Date Started:	Date that you started studying for the qualification/date a basic skills assessment element started.
Date Completed:	Date that you completed studying for the qualification/date a basic skills assessment element ended.
Element:	A completed unit of a whole qualification you have achieved.
Subject (Basic Skills Assessment):	Subject of the qualification taken.
Outcome (Basic Skills Assessment):	Outcome of the basic skills assessment taken.
Date Started (Basic Skills Assessment):	Date you started a basic skills assessment.
Date Completed (Basic Skills Assessment):	Date you completed a basic skills assessment.
Current:	Indicates whether you studied for a qualification whilst taking part in New Deal.
Full/Part:	Whether you are studying for a full or part qualification.
Units Achieved:	Number of course units achieved.
Units Aimed For:	Number of course units aimed for when studying for a part qualification.
Lowest Qualification:	Details the qualifications you have told us about place you in the lowest qualified category.

Highest qualification level

Field	Definition
Date Input:	Date and time when the record was created.
Qualification:	Framework to which the highest qualification level applies.
Level:	Highest qualification level on the National Qualifications Framework (NQF) or Scottish Credit and Qualifications Framework (SCQF).

Youth Support Service (YSS)

This section contains information about any contact between you, Jobcentre Plus and the Youth Support Service (YSS).

Field	Definition
Youth Serv Support Marker:	The status value, for example, appointment booked.
Marker Date:	Date the YSS value was set.
Adviser Attended:	Whether a YSS adviser attended the interview with you.
Notes:	Notes that have been recorded relating to you and the YSS.
Shared Information:	Information that can be passed between Jobcentre Plus and Connexions.

Non-jobcentre job entry

These are job entries where customers have started (and/or completed) a Jobcentre Plus opportunity and have subsequently started work. The Jobcentre Plus opportunity provider has then claimed that they assisted the customer to find work and claimed a job entry.

Field	Definition
Opportunity Title:	Title of the opportunity that resulted in the job entry.
Employer Name:	Name of the employer you started working for.
Job Title:	Name of the job you have applied for.
Type of Vacancy:	Whether the vacancy is employment or self-employment.
Hours:	Hours per week that the job requires you to do.
Notes:	Notes that have been recorded relating to the non-jobcentre job entry.
Start Date:	Date you started your job.
Result:	Result/outcome of the submission.
Result Date:	Date the result was entered.

More frequent attendance (MFA) interviews

This is where customers are asked to attend additional interviews with a personal adviser on a more frequent basis at the Jobcentre Plus office or jobcentre. The interviews are arranged at short notice by telephone, at variable times and involve a review of job search and submission to jobs.

Field	Definition
MFA Outcome:	Indicates when all MFA interviews have been completed.
MFA Outcome Date:	Displays the MFA outcome date.

Childcare barriers to work (CBW)

If you have cited childcare as a barrier to your return to work then details will appear here.

Field	Definition
Status:	Indicates whether any childcare barriers exist.
CBW Set Date:	Date CBW was first recorded.
Barrier Reason:	Reason why you have any childcare barriers to work.
Childcare Types:	Displays the type of childcare required.
Child Age:	Displays the child's age.
Notes:	Notes about your childcare barriers to work.
No More Barrier Reason:	Reason for the removal of a childcare barrier to work.
Childs DoB:	Child's date of birth.
Disability:	Indicates if the child has a disability.
SEN:	Indicates if child requires special educational needs.
Not Disclosed:	Shows if you have any child details.

Childcare partner agency (CPA) referrals

Details of any referrals to childcare partner agencies.

Field	Definition
Partner Type:	The type of Jobcentre Plus Partner that you have been referred to.
Notes:	More information if you are referred to 'Other Childcare Specialist'.

Referral Date:	Date the CPA referral was recorded.
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Work-focused interview for partners (WFIP)

From 12 April 2004, there has been a legal requirement for partners of customers receiving income-based Jobseeker's Allowance (JSA (IB)), Income Support (IS), Incapacity Benefit (IB) or Severe Disablement Allowance (SDA) to take part in work-focused interviews for partners (WFIP) as a condition for continuing benefit entitlement at the applicable rate.

Once partners have been identified, they will be invited to take part in work-focused interviews at their local Jobcentre Plus offices. Personal advisers will be responsible for conducting the interviews and making sanction (restriction), deferral and waiver decisions (see definitions below). See Appendix 4.

Field	Definition
Partner:	Forename and surname of your WFIP partner.
Start Date:	Date the partnership record was created.
End Date:	End date of work-focused interviews for partner's process.
Benefit:	The current benefit being claimed.
Claim Type:	Shows whether you/your partner were immediately eligible to take part when the programme was introduced (stock) or became eligible later (flow). Shows the current case type of the partner record.

If you are or have been a partner in a partnership then the claimant's details will be shown as below (repeated for each partnership).

Field	Definition
Claimant:	Forename and surname of the WFIP claimant record.
Start Date:	Date the partnership was created.
End Date:	Date the partnership ended.
Benefit:	Current benefit being claimed.
Claim Type:	Shows whether you/your partner were immediately eligible to take part when the programme was introduced (stock) or became eligible later (flow). Shows the current case type of the partner record.
Status:	Current WFIP status of the partner record.
Cycle:	The WFIP regime that you are on.
Review Date:	Date the record is to be reviewed by an adviser or team.

Review Notes:	Notes that have been recorded relating to the review of the partner record.
Reviewing Officer/Team:	Name of the reviewing officer or team.
Date:	Date the partner status details were last updated.
Deferral Reason:	Reason for postponing the WFIP appointment.
Waived Reason:	Reason for not conducting the WFIP appointment.
Exit reason:	Reason for exiting the WFIP process.
Previous Status Details:	History of the WFIP details.

Nurse/midwife registration

Information about nursing/midwife qualifications that you have achieved or are currently working towards will be recorded here.

Field	Definition
Next validation date:	Date on or after the submission to SOC (standard occupational classification).
Nurse/Midwife qualification 1: RNA or RGN	Level of your qualifications for registered nurse.
Nurse/Midwife qualification 2: RNMH or RNM	Level of your qualifications for registered mental health nurse.
Nurse/Midwife qualification 3: RNLD	Level of your qualifications for registered learning disability nurse.
Nurse/Midwife qualification 4: RNC or RSCN	Level of your qualification for registered children nurse.
Nurse/Midwife qualification 5: RM	Level of your qualification for registered midwife nurse.
Nurse/Midwife qualification 6: RSCPHN	Level of your qualification for registered public health nurse.
Date:	Date that the nurse/midwife qualification was last updated.

Pathways to Work

Information about Pathways to Work details.

Field	Definition
Type:	Current Pathways to Work customer type.
Stage:	Current Pathways to Work stage.
Status:	Current status of Pathways to Work stage reached.
Review Date:	Date the Pathways to Work review was recorded
Defer Reason:	Reason for deferring the next Pathways to Work WFI.
Waive Reason:	Reason for waiving participation in Pathways to Work.
Exit Reason:	Reason for exiting Pathways to Work.
Insert Date:	Date of the last status change recorded in Pathways to Work history.

Customer assessment tool

Information about your assessment details.

Field	Definition
Statement Responses 1-10:	Specifies what your response was for a specific statement.
Notes:	Information about your assessment.

NINo application

Information about your National Insurance number (NINo) application.

NINo application registration details

Field	Definition
Registration Date:	Date your National Insurance number application was registered.
Application Source:	The type of application form used based on your reason for requesting a National Insurance number.
Application Type:	Indicates whether this is a fast path application or whether an evidence of identity (EOI) interview is required.
Related Benefit:	Benefit claimed in relation to this application.
Process Stage:	Stage reached in the processing of the application.
Stage Date:	Date your current process stage was set.

BIA:	Indicates whether or not a Border and Immigration Agency (BIA) reference is applicable.
BIA Reference:	The reference number issued from the BIA relating to your application for permission to work in the UK.

NINo Application Employment Details

Field	Definition
Name:	Employer name
Employer Address:	Employer's address
STD Code:	The area code for the telephone number.
Telephone:	Telephone number for this address (without STD code).
Occupation:	Your occupation.
Self Employed:	Indicator to show whether you are self-employed.
Worked In UK:	Indication of whether you have previously worked in the UK.
EU Member:	Indication of whether you are from an EU member state.
Home Office Permission:	Indicator of whether you have been granted permission to work in the UK by the Home Office.
Visa Status:	Indicates your visa status.
Entry Date:	Date on which you entered the UK.
Visited UK:	Indication of whether you have previously visited the UK.
Left UK:	Indication of whether you have previously left the UK for any period longer than 28 days.
Dates to be Provided:	Indication of whether you have agreed to provide or confirm the dates at interview.

NINo application additional address

Field	Definition
Address:	Additional address
Postcode:	Postcode for this address
Telephone:	Telephone number for this address (without STD code).
STD Code:	Area code for the telephone number.
Correspondence:	Indication of whether this address is the correspondence address for National Insurance number allocation.

NINo application interview details

Field	Definition
Needs Identified:	Indication of whether special needs have been identified.
Wheelchair Access Audio Loop Private Room:	Indication of whether special needs have been identified at the interview location.
Interpreter:	Indicates whether an interpreter is required for the interview.
Language:	Language including sign language, and if an interpreter is needed.
Other:	Language for interpreter if option chosen for language is 'Other'.
Mobile NCA:	Indication of whether an appointment is required with a mobile National Insurance number customer adviser (NCA).
Interview Address:	Lines of the interview address (for mobile appointment only) to print on the appointment letter.
Postcode:	Postcode for the interview address (for mobile appointment only).
STD Code:	Area code of the telephone number.
Telephone:	Telephone number for interview address (for mobile appointment only).

NINo application document details

Field	Definition
Passport Number 1:	Your passport number(s)
Country of Issue 1:	Country of issue of corresponding passports and identification (ID) card.
Passport Number 2:	Your passport number(s)
Country of Issue 2:	Country of issue of corresponding passports and ID card.
ID Card:	ID card numbers
Country of Issue:	Country of issue of corresponding passports and ID card.
Other 1:	Text if corresponding country of issue is 'Other'.
Other 2:	Text if corresponding country of issue is 'Other'.
Other:	Text if corresponding country of issue is 'Other'.

CCU NINo application CCU's action details

Field	Definition
Decision:	Outcome of your application.
Decision Date:	Date when decision was made.
NINo:	The National Insurance number traced, upgraded or allocated, entered by the supervisor.
Immigration Case:	Indication of whether or not your application is an immigration case.
Applicant completion date:	Date when a National Insurance number decision letter was issued to you.
NIFU notification date:	Date when a National Insurance number decision letter was issued to the National Identity Fraud Unit (NIFU).
Information for NIFU:	The information printed on the NIFU notification letter.

PLPtW referral

Provider-led Pathways to Work (PLPtW) referral details.

Field	Definition
Referral Date:	Date the referral was recorded.
Type:	PLPtW customer type.
Stage:	The last work-focused interview (WFI) attended before the referral is made.
Stage Date:	Date when WFI took place.
Status:	Your status following the referral.
Provider ID:	ID of the provider supporting you.
Contract ID:	Contract ID of the provider supporting you.
Provider Start Date:	Date when you started receiving support from the provider.
Provider End Date:	Date when you stopped receiving support from the provider.
Notes:	More information about PLPtW referral.
Destination:	Exit reason for leaving PLPtW.
Exit Date:	Date associated with the exit reason.
Notified Mental Health or Learning Disability:	Indication of whether notified of mental health or learning disability.

PLPtW history

Provider-led Pathways to Work (PLPtW) history details.

Field	Definition
Referral Date:	Date the PLPtW was recorded.
Type:	PLPtW type.
Stage:	Status of the PLPtW stage you have reached.
Stage Date:	Date when WFI took place.
Status:	Status of the PLPtW status you have reached when PLPtW was recorded.
Contract ID:	Contract ID of the provider supporting you.
Destination:	Exit reason for leaving PLPtW.

Client carer

This section provides the carer details.

Field	Definition
Replacement care required:	Indicates if the carer is in need of replacement care.
Carer of adult:	Indicates if the carer is caring for an adult.
Carer of child:	Indicates if the carer is caring for a child with a disability/long term illness.
CBW Last Changed Date:	Date when the carer barriers to work details last changed.
Date when carer/customer changes their WFSC status:	Date when carer/you changes their/your work-focused support for carers (WFSC) status.
WFSC status:	Your status in the WFSC initiatives.
WFSC exit reason:	Reason recorded when a carer or you have a WFSC status of 'Exit' recorded.
Ex-Carer:	This will be available for JSA clients for the recording of barriers to work.
Full Time Carer:	Indication of whether the carer is full time.
Event Type:	Records the historical event in the carer's history.

WFSC Stage Ind:	WFSC stage indicator for a historical postponement for a client.
WFSC Exit Ind:	WFSC exit indicator for a historical postponement for a client.
Previous Stage Ind:	Previous stage indicator for a historical postponement for a client.

Client IWAS contact

This section provides the client in-work advisory support (IWAS) contact information. This is only applicable for IWAS customers.

Field	Definition
Contact Preference Type:	IWAS contact preference type.
Telephone Number:	IWAS customer preferred phone number used to contact the IWAS customer. If the contact preference type is 'Telephone'.
Location Type:	The type of location. If the current contact preference type is set to 'Face to Face'.
Location Name:	The location name. If the current contact preference type is set to 'Face to Face'.
Location Address 1-4:	The location address lines 1 to 4.
Location Postcode:	The location postcode.
Location Telephone Number:	The location telephone number.
STD code:	Area code of preferred telephone number.
Location STD code:	Area code of location telephone number.

Work Programme

This section provides details of a work programme that a client is entitled to undertake, so they can be referred, whilst still signing on.

Field	Definition
Current Customer Group:	Indicates which customer group the client falls into, this determines the Work Programme provider/opportunities available for referral.

Referred Customer Group:	Indicates which customer group the client was in when referred to the Work Programme provider.
Eligibility Date:	Indicates the customer's eligibility that is linked and calculated from the current customer group.
WP Start Date (Taken from Opp Referral):	This specifies the date the customer is referred to the Work Programme.
Postponement Reason:	Indicates a reason for postponement of a customer's referral to the Work Programme.
Postponement Review Date:	Date for when the customer's postponement should be reviewed.
Postponement Notes:	Section to record additional information regarding a customer's postponement.
Postponement Removed Date:	The postponement history with a date of when this was changed.
Exit Report Request Date:	Date when an exit report is requested from a provider.
Exit Report Return Date:	Date when an exit report is received from a provider.
Completer Reason (Taken from Opp Referral):	Indicates either a provider or LMS-generated completer reason for customers who have completed the Work Programme.
Completer Date (End Date taken from Opp Referral):	Specifies the date the customer completed the Work Programme.
Safeguard Measures:	Indicates if safeguard measures apply to a customer.
Postponement History Reason:	Indication of a historical reason for postponement of a customer's referral to the Work Programme.
Deferral Date:	The postponement history of when a client was deferred from starting a Work Programme.
Removed Date:	The postponement history with a date of when this was changed.
Notes:	Notes indicating why a client was removed from a Work Programme.

Appendix 1 – interview/intervention actions

Action detail	Description
1-2-1:	A referral to a one to one coaching session.
3-Weekly Jobseeker Review:	You attended or were booked a 3-weekly jobseeker review.
4-Weekly Jobseeker Review:	You attended or were booked a 4-weekly jobseeker review.
Actively Seeking Employment (ASE) Condition Met:	Jobseeker's Allowance (JSA) conditionality to actively seek employment has been met.
Actively Seeking Employment (ASE) Condition Not Met:	Jobseeker's Allowance (JSA) conditionality to actively seek employment has not been met.
Actively Seeking Employment Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not have taken sufficient or appropriate steps to find employment.
Actively Seeking Employment Referral:	A referral to a decision maker because you may not have taken sufficient or appropriate steps to find work.
Actively Seeking Employment (SAN) Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not have taken sufficient or appropriate steps to find employment.
Actively Seeking Employment (SAN) Referral:	A referral to a decision maker because you may not have taken sufficient or appropriate steps to find work.
ADF Awarded:	Adviser Discretion Fund (ADF) awarded.
Adoption Certificate:	Certificate for adoption.
All Other Sign offs (system):	This is an indicator generated by LMS to show that you are no longer attending an office to claim Jobseeker's Allowance.
All Other Sign offs:	This is an indicator to show that you are no longer attending an office to claim Jobseeker's Allowance.
AO Claims Not Pursued:	After discussion with a person in a Jobcentre Plus pay band B (previously known as an Administrative Officer), you decided not to make a new claim as a jobseeker.

AO Interview Attended:	You attended an interview carried out by a person in a Jobcentre Plus pay band B (previously known as an Administrative Officer).
AO New Claims:	You attended an interview carried out by a person in a Jobcentre Plus pay band B (previously known as Administrative Officer).
Articles of association:	You have provided or been asked to provide articles of association for the shares you own.
ASE met, JSAg in order:	JSA conditionality to actively seek employment has been met. JSA agreement in order.
ASE met, personal adviser to review JSAg:	JSA conditionality to actively seek employment has been met. personal adviser to review JSAg.
ASE not met, JSAg in order:	JSA conditionality to actively seek employment has not been met. JSA agreement in order.
ASE not met, personal adviser to review JSAg:	JSA conditionality to actively seek employment has not been met. personal adviser to review JSAg.
ASW warning letter issued:	You have been sent a warning letter from an appeal submission writer.
Attended Information Session:	You attended a group information session interview.
Availability Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work.
Availability Referral:	A referral to a decision maker because you may not be available for work.
Availability Doubt (SAN):	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work.
Availability Referral (SAN):	A referral to a decision maker because you may not be available for work.
Awarded PSP Personal Budget:	Awarded Personalised Support Package (PSP) personal budget.
Basic Skills Screening:	Your literacy and numeracy skills have been assessed to help identify your individual needs.
Birth certificate:	You have provided or been asked to provide a birth certificate as proof of identity.

BtW Session Invitation Letter:	You have been issued a letter to invite you to a back to work session interview.
BtW Session Letter (Welsh):	You have been issued a letter in Welsh to invite you to a back to work session interview.
Capability:	Your capability has been assessed.
Case Closed:	Your case has been closed.
Case Closed (1-2-1):	Your case has been closed during a one to one coaching session.
Case Closed (Jobfinder):	Your case has been closed during a jobfinder review.
CC11 Sent:	A childcare arrangement request has been sent to your training provider.
CC12 Sent:	Your childcare details have been sent to your training provider.
Certificate of application:	Certificate of application received.
Certificate of incorporation:	You have provided or been asked to provide a certificate of incorporation as proof of identity.
Check internet:	You agreed to check the internet for vacancies as part of your job search activities.
Check News/Trade Papers:	You agreed to check the news and/or trade papers for vacancies as part of your job search activities.
Checked JSAg – still current:	During a job search review, (usually fortnightly) or an advisory interview your Jobseeker's Agreement (JSAg) was reviewed and found to be still current.
Checked News/Trade Papers:	During a job search review, (usually fortnightly) or an advisory interview you stated that you checked news and/or trade papers as part of your job search activities.
Childcare Assist Awarded:	You have received a childcare assistance award.
Claim Closed Following FTA:	Your claim to benefit was closed after you failed to attend an interview.
Claim Not Pursued At Reception:	You decided not to make a new claim as a jobseeker after discussions with a Jobcentre Plus person at reception.
Client did not bring evidence:	You did not provide the requested evidence.
Contact Employer/Provider:	You agreed to contact to employer/provider for vacancies as part of your job search activities.

Contact Jobcentre Plus Office/JSD:	You agreed to contact to Jobcentre Plus office/JSD for vacancies as part of your job search activities.
Contacted Employer/Provider:	During a job search review, (usually fortnightly) or advisory interview you stated that you have contacted an employer/provider as part of your job search activities.
Contacted Jobcentre Plus:	During a job search review, (usually fortnightly) or an advisory interview you stated that you have contacted the jobcentre as part of your job search activities.
Contract of employment:	You have provided or been asked to provide your contract of employment as proof of identity.
CPA referral:	Childcare partner agency (CPA) referrals performed by advisers when you have been referred to a specific partner that can offer childcare advice or services.
CV completed:	You have completed a curriculum vitae (CV).
Day 1 Support for Young People:	You are participating in day 1 support for young people programme.
Daily Jobseeker Review:	You attended or were booked a daily jobseeker review.
DCI10A (duplicate) issued:	A duplicate National Insurance number allocation letter issued to notify you of your new National Insurance number.
DCI10A issued:	National Insurance number allocation letter issued to notify you of your new National Insurance number.
DCI10J issued:	A failed National Insurance number application form has been sent to the National Identity Fraud Unit.
DCI10K issued to NIFU:	A failed National Insurance number application letter has been sent to the National Identity Fraud Unit.
Deed poll:	You have provided or been asked to provide your deed poll details as proof of identity.
Disability Working Allowance:	You are currently receiving Disability Working Allowance
Disabled Persons Tax Credit:	You are currently receiving Disabled Persons Tax Credit

Discharge HMF Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you were discharged from HM Forces.
Discharge HMF Referral:	A referral to a decision maker because you were discharged from HM Forces.
Disputed JSAg Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because the terms of your proposed Jobseeker's Agreement may not be realistic.
Disputed JSAg Referral:	A referral to a decision maker because the terms of your proposed Jobseeker's Agreement may not be realistic.
Driving licence:	You have provided or been asked to provide a driving licence as proof of identity.
Email Address:	You have provided an email address.
EO Claims Not Pursued:	After discussion at an interview with a person in a Jobcentre Plus management pay band C (previously known as an executive officer), you decided not to make a new claim as a jobseeker.
EO Interview Attended:	You attended an interview carried out by a person in a Jobcentre Plus management pay band C (previously known as an executive officer).
EO New Claims:	You attended a new jobseeker interview carried out by a person in a Jobcentre Plus management pay band grade C (previously known as an executive officer).
ESA FTA Letter:	A letter issued to you after you have failed to attend an ESA interview.
ESA FTP Participate Letter:	A letter issued to you after you have failed to participate in an ESA interview.
ESA FT Undertake WRA Dbt	A doubt raised because you failed to undertake a work-related activity, relating to your ESA.
ESA FT Undertake WRA Ref	A referral was raised because you failed to undertake a work-related activity, relating to your ESA.
ESA JPPTW Initial WFI FTA Dbt:	A doubt raised about your entitlement to Employment and Support Allowance because you failed to attend your Initial Jobcentre Plus process Pathways to Work work-focused interview.

ESA JPPTW Initial WFI FTA Ref:	A referral to a decision maker because you failed to attend your initial Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Initial WFI FTP Dbt:	A doubt raised about your entitlement to Employment and Support Allowance because you failed to participate in your Initial Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Initial WFI FTP Ref:	A referral to a decision maker because you failed to participate in your Initial Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Repeat WFI FTA Dbt:	A doubt raised about your entitlement to Employment and Support Allowance because you failed to attend your repeat Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Repeat WFI FTA Ref:	A referral to a decision maker because you failed to attend your repeat Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Repeat WFI FTP Dbt:	A doubt raised about your entitlement to Employment and Support Allowance because you failed to participate in your repeat Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Repeat WFI FTP Ref:	A referral to a decision maker because you failed to participate in your repeat Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Trigger WFI FTA Dbt:	A doubt raised about your entitlement to Employment and Support Allowance because you failed to attend your trigger Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Trigger WFI FTA Ref:	A referral to a decision maker because you failed to attend your trigger Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Trigger WFI FTP Dbt:	A doubt raised about your entitlement to Employment and Support Allowance because you failed to participate in your trigger Jobcentre Plus process Pathways to Work work-focused interview.
ESA JPPTW Trigger WFI FTP Ref:	A referral to a decision maker because you failed to participate in your trigger Jobcentre Plus process Pathways to Work work-focused interview.
ESA Mandatory Appt Letter:	A letter issued to you with the details of your mandatory ESA interview.

ESA New Joiner WFI – FTA	A doubt raised because you failed to attend a new joiner work-focused interview, whilst claiming ESA.
ESA New Joiner WFI – FTP	A referral was raised because you failed to attend a new joiner work-focused interview, whilst claiming ESA.
ESA PLPtW Initial WFI FTA Dbt:	A doubt raised about your entitlement to ESA because you failed to attend your initial provider-led Pathways to Work work-focused interview.
ESA PLPtW Initial WFI FTA Ref:	A referral to a decision maker because you failed to attend your initial provider-led Pathways to Work work-focused interview.
ESA PLPtW Initial WFI FTP Dbt:	A doubt raised about your entitlement to ESA because you failed to participate in your initial provider-led Pathways to Work work-focused interview.
ESA PLPtW Initial WFI FTP Ref:	A referral to a decision maker because you failed to participate in your initial provider-led Pathways to Work work-focused interview.
ESA ref'd to Work Experience:	A referral to work experience and for work placement referrals for non-WRAG claimants and those in the WRAG exempt from WRA.
ESA Repeat WFI Appt Letter:	You have been issued a letter to invite you to an ESA repeat work-focused interview.
ESA Vol Appt Letter:	A letter issued to you with the details of your voluntary ESA Interview.
ESA WFI FTA Doubt:	A doubt raised about your entitlement to ESA because you failed to attend a work-focused interview.
ESA WFI FTA Referral:	A referral to a decision maker because you failed to attend your ESA work-focused interview.
ESA WFI FTP Doubt:	A doubt raised about your entitlement to ESA because you failed to participate in your work-focused interview.
ESA WFI FTP Referral:	A referral to a decision maker because you failed to participate in your ESA work-focused interview.
ESA WRAG mand to WRA Work Placement:	An ESA WRAG referral to work placement as WRA.

Evidence of seeking work:	Evidence of seeking work has been recorded during your interview.
Existing NINo confirmed:	Your existing National Insurance number has been confirmed.
Existing NINo traced:	Your existing National Insurance number has been successfully traced.
Existing NINo upgraded:	Your temporary National Insurance number has been upgraded to a full National Insurance number.
Extended Council Tax Benefit:	You are currently receiving extended Council Tax benefit.
Extended Housing Benefit:	You are currently receiving extended Housing Benefit.
Fail to Accept Emp Prog Doubt:	A doubt raised about your entitlement to JSA because you failed to accept an employment programme place.
Fail to Accept Emp Prog Refer:	A referral to a decision maker because you failed to accept an employment programme place.
Fail to Accept Trg Doubt:	A doubt raised about your entitlement to JSA because you failed to accept a training place.
Fail to Accept Trg Refer:	A referral to a decision maker because you failed to accept a training place.
Failed to Attend 2nd Appt:	You failed to attend your second appointment.
Failed To Attend Doubt:	A doubt raised about your entitlement to benefits because you failed to attend an interview or provision.
Failed to attend Interview:	You failed to attend an interview with an adviser.
Failed To Attend Referral:	A referral to a decision maker because you failed to attend an interview or provision.
Failed to Attend (Local) Dbt:	A doubt raised locally about your entitlement to benefits because you failed to attend an interview/provision.
Failed to Attend (Local) Ref:	A local referral to a decision maker because you failed to attend an interview or provision.

Failed to complete:	We were unable to complete a mandatory part of your interview.
Failed to Participate:	You failed to participate in a mandatory part of your interview.
Failed to Participate WP Dbt:	A doubt was raised because you failed to participate in a Work Programme.
Failed to Participate WP Ref:	A doubt was raised because you failed to participate in a Work Programme.
Failed to Undertake WRA Dbt:	A doubt was raised because you failed to participate in a work-related activity.
Failed to Undertake WRA Ref:	A doubt was raised because you failed to participate in a work-related activity.
First '13 Week' letter sent:	You have been issued a letter to invite you to a 13 week appointment.
First Letter:	You have been issued with an initial letter.
First Mand Att Restart Letter:	You have been issued a letter inviting you to your first mandatory attendance restart interview.
First One-off Letter:	You have been issued a letter inviting you to a one-off interview.
FND Stage 2 Apt Ltr:	You have been issued a letter to invite you to a Flexible New Deal stage 2 appointment.
FND Stage 2 Apt Ltr (Welsh):	You have been issued a letter in Welsh to invite you to a Flexible New Deal stage 2 appointment.
Fortnightly Jobseeker Review:	You attended or were booked a fortnightly jobseeker review.
FTA – GTW ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your New Deal 25 Plus gateway to work referral.
FTA – GTW ND25 Plus – Ref:	A referral to a decision maker because you failed to attend your New Deal 25 Plus gateway to work referral.
FTA – IAP ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your New Deal 25 Plus Intensive Activity Period.

FTA – IAP ND25 Plus – Ref:	A referral to a decision maker because you failed to attend your New Deal 25 Plus Intensive Activity Period.
FTA – Mand IAP 50-59 Pt Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your mandatory Intensive Activity Period.
FTA – Mand IAP 50-59 Pt Ref:	A referral to a decision maker because you failed to attend your mandatory Intensive Activity Period.
FTA Adviser Interview Doubt:	A doubt raised about your entitlement to JSA because you did not attend an interview with a Jobcentre Plus adviser.
FTA Adviser Interview Referral:	A referral to a decision maker because you failed to attend an interview with a Jobcentre Plus adviser.
FTA CTF Doubt:	A doubt raised about your entitlement to benefits because you failed to attend your community task force placement.
FTA CTF Referral:	A referral to a decision maker because you failed to attend your community task force placement.
FTA Emp Opt S/Emp Route – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your Employment Option self-employment route.
FTA Emp Opt S/Emp Route – Ref:	A referral to a decision maker because you failed to attend your Employment Option self-employment route.
FTA Emp Prog Doubt:	A doubt raised about your entitlement to JSA because you failed to attend an employment programme.
FTA Emp Prog Referral:	A referral to a decision maker because you failed to attend an employment programme.
FTA ETF – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your Environmental Task Force referral.
FTA ETF – Ref:	A referral to a decision maker because you failed to attend your Environmental Task Force referral.
FTA FND Emp Prog – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your Flexible New Deal employment programme referral.

FTA FND Emp Prog – Ref:	A referral to a decision maker because you failed to attend your Flexible New Deal employment programme referral.
FTA following CC11 action:	You failed to attend your training provision after childcare arrangements had been actioned.
FTA FTET – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your full-time education and training referral.
FTA FTET – Ref:	A referral to a decision maker because you failed to attend your full-time education and training referral.
FTA GTW NDYP – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your New Deal for Young People gateway to work referral.
FTA GTW NDYP – Ref:	A referral to a decision maker because you failed to attend your New Deal for Young People gateway to work referral.
FTA Mand Course – Sanction:	A sanction has been applied because you failed to attend a mandatory course.
FTA MWA Doubt	A doubt raised about your entitlement to benefits because you failed to attend a Mandatory Work Activity programme.
FTA MWA Referral	A referral to a decision maker because you failed to attend a Mandatory Work Activity programme.
FTA Training Doubt:	A doubt raised about your entitlement to JSA because you failed to attend a training place.
FTA Training Referral:	A referral to a decision maker because you failed to attend a training place.
FTA VSO – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend your voluntary sector option referral.
FTA VSO – Ref:	A referral to a decision maker because you failed to attend your voluntary sector option referral.
FTA WE Doubt	A doubt raised about your entitlement to benefits because you failed to attend a work experience programme.
FTA WE Referral	A referral to a decision maker because you failed to attend a work experience programme.

FTA WFI Sanction Applied:	A sanction has been applied because you failed to attend a work-focused interview.
FTP NEA Doubt:	A doubt raised because you failed to participate in a New Enterprise Allowance interview.
FTP NEA Referral:	A referral was raised because you failed to participate in a New Enterprise Allowance interview.
FTP Signed Declaration Doubt:	A doubt raised about your entitlement to JSA because you did not make a signed declaration.
FTP CWP Doubt:	A doubt raised because you failed to participate in community work placements.
FTP CWP Referral:	A referral to a decision maker because you failed to participate in community work placements.
FTP sbwa Doubt:	A doubt raised because you failed to participate in sector-based work academies.
FTP sbwa Referral:	A referral to a decision maker because you failed to participate in sector-based work academies.
FTP Skills Cond Doubt:	A doubt raised because you failed to participate in skills conditionality programme.
FTP Skills Cond Referral:	A referral to a decision maker because you failed to participate in skills conditionality programme.
FTP supervised jobsearch Doubt:	A doubt raised because you failed to participate in supervised jobsearch programme.
FTP supervised jobsearch Referral:	A referral to a decision maker because you failed to participate in supervised jobsearch programme.
FTP Signed Declaration Refer:	A referral to a decision maker because you did not make a signed declaration.
Give Up – GTW ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a New Deal 25 Plus gateway to work provision.
Give Up – GTW ND25 Plus – Ref:	A referral to a decision maker because you gave up your place on a New Deal 25 Plus gateway to work provision.
Give Up – IAP ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a New Deal 25 Plus Intensive Activity Period provision.

Give Up – IAP ND25 Plus – Ref:	A referral to a decision maker because you gave up your place on a New Deal 25 Plus Intensive Activity Period provision.
Give Up CTF Doubt:	A doubt raised about your entitlement to benefits because you gave up your place on a community task force placement.
Give Up CTF Referral:	A doubt raised about your entitlement to benefits because you gave up your place on a community task force placement.
Give up Emp Opt S/E Route-Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on an Employment Option self-employment route.
Give up Emp Opt S/E Route-Ref:	A referral to a decision maker because you gave up your place on an Employment Option self-employment route.
Give Up Emp Prog Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you gave up your place on an employment programme.
Give Up Emp Prog Referral:	A referral to a decision maker because you gave up your place on an employment programme.
Give up ETF – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on an Environmental Task Force.
Give up ETF – Ref:	A referral to a decision maker because you gave up your place on an Environmental Task Force.
Give Up FND Emp Prog – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a Flexible New Deal employment programme.
Give Up FND Emp Prog – Ref:	A referral to a decision maker because you gave up your place on a Flexible New Deal employment programme.
Give up FTET – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a full-time education and training provision.
Give up FTET – Ref:	A referral to a decision maker because you gave up your place on a full-time education and training provision.

Give up GTW NDYP – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a New Deal for Young People gateway to work provision.
Give up GTW NDYP – Ref:	A referral to a decision maker because you gave up your place on a New Deal for Young People gateway to work provision.
Give Up Mand IAP 50-59 Pt Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a mandatory Intensive Activity Period.
Give Up Mand IAP 50-59 Pt Ref:	A referral to a decision maker because you gave up your place on a mandatory Intensive Activity Period.
Give Up MWA Doubt	A doubt raised about your entitlement to benefits because you gave up your place on a Mandatory Work Activity programme.
Give Up MWA Referral	A referral to a decision maker because you gave up your place on a Mandatory Work Activity programme.
Give Up Training Doubt:	A doubt raised about your entitlement to JSA because you gave up your place on a training scheme.
Give Up Training Referral:	A referral to a decision maker because you gave up your place on a training scheme.
Give up VSO – Dbt:	A doubt raised about your entitlement to benefits because you gave up your place on a voluntary sector option.
Give up VSO – Ref:	A referral to a decision maker because you gave up your place on a voluntary sector option.
Give Up WE Doubt:	A doubt raised about your entitlement to benefits because you gave up your place on a work experience programme.
Give Up WE Referral:	A referral to a decision maker because you gave up your place on a work experience programme.
Hardship App comp HOTT to BC:	An application for hardship payment has been completed and following update of the handover and outbound telephony tool has been sent to the benefit centre.

Hardship awarded HOTT comp:	An application for hardship payment has been awarded and handover and outbound telephony tool action has been completed.
Hardship not awarded HOTT comp:	An application for hardship payment has not been awarded and action to update the handover and outbound telephony tool has been completed.
HCP ESA 18-24 Prog Pilot:	You have been referred to the healthcare professional ESA 18-24 programme pilot.
HMRC letter re self-emp:	Letter from HMRC about your self-employment.
Home Office documents:	You have provided or been asked to provide home office documents as proof of identity.
Id Check Valid:	A valid identification check has been completed (for JP participants).
In Depth Skills Screening:	An in-depth skills assessment has been conducted to help identify your individual needs.
In-Work Benefit Calculation:	A calculation carried out to determine if any benefits would be payable if you started employment.
Inc Working Hrs -(Over 16):	An indication that you have increased the number hours you work and the weekly total is now over 16 hours.
Inc Working Hrs – (Under 16):	An indication that you have decreased the number of hours you work and the weekly total is now under 16 hours.
Info Session Invitation Letter:	An invitation to a group information session interview.
Informed about ADF:	Informed about the Adviser Discretion Fund.
Informed about Child Assist:	You were informed that you may be eligible to receive childcare assistance.
Initial Skills Screening:	An initial skills assessment has been conducted to help identify your individual needs.
Interview after FTA – no letter:	You have been booked a follow-up interview after you failed to attend your previous appointment/provision.
Interview Cancelled:	Your interview was cancelled.

Invalid – OSCAR Action Code:	An invalid appointment booking action code was recorded against your customer record in error.
Invitation Letter:	An invitation to an advisory interview.
Invitation Letter (Welsh):	An invitation in Welsh to an advisory interview.
Invited to New Deal 25 Intrvw:	An invitation to a New Deal for 25 Plus interview with a New Deal personal adviser.
Invited to New Deal Interview:	An invitation to a New Deal for 18 to 24 year olds interview with a New Deal personal adviser.
Invoices:	You have provided or been asked to provide Invoices as proof of identity.
IS FT Undertake WRA Doubt:	A doubt raised about your entitlement to Income Support because you failed to undertake work-related activity.
IS FT Undertake WRA Referral:	A referral to a decision maker because to failed to undertake work-related activity whilst claimant Income Support.
Jobcentre Plus ESA 18-24 Prog Pilot:	You have been referred to the Jobcentre Plus ESA 18-24 Programme Pilot.
Jobmatch Referrals:	A referral to a jobmatch programme.
Jobseeker Direction:	A jobseeker direction was issued requiring you to take a particular course of action aimed at improving your chances of getting work.
JP (3 year/trigger WFI) FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a 3 year/trigger work-focused interview.
JP (3 year/trigger WFI) FTA Ref:	A referral to a decision maker because you failed to attend a 3 year/trigger work-focused interview.
JP (3 year/trigger WFI) FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a 3 year/trigger work-focused interview.
JP (3 year/trigger WFI) FTP Ref:	A referral to a decision maker because you failed to participate in a 3 year/trigger work-focused interview.
JP Careers Service FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a JP interview at the Careers Service.

JP Careers Service FTA Ref:	A referral to a decision maker because you failed to attend a JP interview at the Careers Service.
JP Defd Careers Serv FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a deferred JP interview at the Careers Service.
JP Defd Careers Serv FTA Ref:	A referral to a decision maker because you failed to attend a deferred JP interview at the Careers Service.
JP Defd Trigger Mtg FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a deferred JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP Defd Trigger Mtg FTA Ref:	A referral to a decision maker because you failed to attend a deferred JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP Defd Trigger Mtg FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to take part in a deferred JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP Defd Trigger Mtg FTP Ref:	A referral to a decision maker because you failed to take part in a deferred JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP Defd WFI FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend your deferred first JP meeting with your personal adviser.
JP Defd WFI FTA Ref:	A referral to a decision maker because you failed to attend your deferred first JP meeting with your personal adviser.
JP Defd WFI FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to take part in your deferred first JP meeting with your personal adviser.
JP Defd WFI FTP Ref:	A referral to a decision maker because you failed to take part in your deferred first JP meeting with your personal adviser.
JP Review Mtg FTP Ref:	A referral to a decision maker because you failed to take part in a JP review meeting.
JP trigger meeting FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).

JP trigger meeting FTA Ref:	A referral to a decision maker because you failed to attend a JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP trigger meeting FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to take part in a JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP trigger meeting FTP Ref:	A referral to a decision maker because you failed to take part in a JP trigger meeting. (This is a meeting with a Jobcentre Plus personal adviser).
JP WFI FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend your first JP meeting with your personal adviser.
JP WFI FTA Ref:	A referral to a decision maker because you failed to attend your first JP meeting with your personal adviser.
JP WFI FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to take part in your first JP meeting with your personal adviser.
JP WFI FTP Ref:	A referral to a decision maker because you failed to take part in your first JP meeting with your personal adviser.
JP WFI IBPA FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a work-focused interview with an Incapacity Benefit personal adviser.
JP WFI IBPA FTA Ref:	A referral to a decision maker because you failed to attend a work-focused interview with an Incapacity Benefit personal adviser.
JP WFI IBPA FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a work-focused interview with an Incapacity Benefit personal adviser.
JP WFI IBPA FTP Ref:	A referral to a decision maker because you failed to participate in a work-focused interview with an Incapacity Benefit personal adviser.
JP WPSLP 6 Month 1st – FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a lone parent 6 month review.

JP WPSLP 6 Month 1st – FTA Ref:	A referral to a decision maker because you failed to attend a lone parent 6 month review.
JP WPSLP 6 Month 1st – FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a lone parent 6 month review.
JP WPSLP 6 Month 1st – FTP Ref:	A referral to a decision maker because you failed to participate in a lone parent 6 month review.
JP WPSLP 6 month second – FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a lone parent 6 month review.
JP WPSLP 6 month second – FTA Ref:	A referral to a decision maker because you failed to attend a lone parent 6 month review.
JP WPSLP 6 month second – FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a lone parent 6 month review.
JP WPSLP 6 month second – FTP Ref:	A referral to a decision maker because you failed to participate in a lone parent 6 month review.
JP WPSLP 6 Mthly Cycle FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a 6-monthly meeting.
JP WPSLP 6 Mthly Cycle FTA Ref:	A referral to a decision maker because you failed to attend a 6-monthly meeting.
JP WPSLP 6 Mthly Cycle FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a 6-monthly meeting.
JP WPSLP 6 Mthly Cycle FTP Ref:	A referral to a decision maker because you failed to participate in a 6-monthly meeting.
JP WPSLP Annual – FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a lone parent annual review.
JP WPSLP Annual – FTA Ref:	A referral to a decision maker because you failed to attend a lone parent annual review.
JP WPSLP Annual – FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a lone parent annual review.
JP WPSLP Annual – FTP Ref:	A referral to a decision maker because you failed to participate in a lone parent annual review.

JP WPSLP Def FYr Qtly WFI FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a deferred lone parent final year quarterly review.
JP WPSLP Def FYr Qtly WFI FTA Ref:	A referral to a decision maker because you failed to attend a deferred lone parent final year quarterly review.
JP WPSLP Def FYr Qtly WFI FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a deferred lone parent final year quarterly review.
JP WPSLP Def FYr Qtly WFI FTP Ref:	A referral to a decision maker because you failed to participate in a deferred lone parent final year quarterly review.
JP WPSLP Defd 6 Month 1st- FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a deferred lone parent 6 month review.
JP WPSLP Defd 6 Month 1st- FTA Ref:	A referral to a decision maker because you failed to attend a deferred lone parent 6 month review.
JP WPSLP Defd 6 Month 1st- FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a deferred lone parent 6 month review.
JP WPSLP Defd 6 Month 1st- FTP Ref:	A referral to a decision maker because you failed to participate in a deferred lone parent 6 month review.
JP WPSLP Defd 6 month second-FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a deferred lone parent 6 month review.
JP WPSLP Defd 6 month second-FTA Ref:	A referral to a decision maker because you failed to attend a deferred lone parent 6 month review.
JP WPSLP Defd 6 month second-FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a deferred lone parent 6 month review.
JP WPSLP Defd 6 month second-FTP Ref:	A referral to a decision maker because you failed to participate in a deferred lone parent 6 month review.
JP WPSLP Defd 6MthlyCycle FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a deferred 6-monthly meeting.
JP WPSLP Defd 6MthlyCycle FTA Ref:	A referral to a decision maker because you failed to attend a deferred 6-monthly meeting.

JP WPSLP Defd 6MthlyCycle FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a deferred 6-monthly meeting.
JP WPSLP Defd 6MthlyCycle FTP Ref:	A referral to a decision maker because you failed to participate in a deferred 6-monthly meeting.
JP WPSLP Defd Annual – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a deferred annual meeting.
JP WPSLP Defd Annual – FTA Ref:	A referral to a decision maker because you failed to attend a deferred annual meeting.
JP WPSLP Defd Annual – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a deferred annual meeting.
JP WPSLP Defd Annual – FTP Ref:	A referral to a decision maker because you failed to participate in a deferred annual meeting.
JP WPSLP Defd quarterly – FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a deferred lone parent quarterly review.
JP WPSLP Defd quarterly – FTA Ref:	A referral to a decision maker because you failed to attend a deferred lone parent quarterly review.
JP WPSLP Defd quarterly – FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a deferred lone parent quarterly review.
JP WPSLP Defd quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a deferred lone parent quarterly review.
JP WPSLP Defd FY quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a final year quarterly meeting.
JP WPSLP Fnl Yr Qtly WFI FTA Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a lone parent final year quarterly review.
JP WPSLP Fnl Yr Qtly WFI FTA Ref:	A referral to a decision maker because you failed to attend a lone parent final year quarterly review.
JP WPSLP Fnl Yr Qtly WFI FTP Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a lone parent final year quarterly review.

JP WPSLP Fnl Yr Qtly WFI FTP Ref:	A referral to a decision maker because you failed to participate in a lone parent final year quarterly review.
JP WPSLP quarterly – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a quarterly meeting.
JP WPSLP quarterly – FTA Ref:	A referral to a decision maker because you failed to attend a quarterly meeting.
JP WPSLP quarterly – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a quarterly meeting.
JP WPSLP quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a quarterly meeting.
JPPtW IB Repeat WFI FTA – Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a JP Pathways to Work Incapacity Benefit repeat work-focused interview.
JPPtW IB Repeat WFI FTA – Ref:	A referral to a decision maker because you failed to attend a JP Pathways to Work Incapacity Benefit repeat work-focused interview.
JPPtW IB Repeat WFI FTP – Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a JP Pathways to Work Incapacity Benefit repeat work-focused interview.
JPPtW IB Repeat WFI FTP – Ref:	A referral to a decision maker because you failed to participate in a JP Pathways to Work Incapacity Benefit repeat work-focused interview.
JPPtW IB Trigger Mtg FTA – Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a JP Pathways to Work Incapacity Benefit trigger meeting.
JPPtW IB Trigger Mtg FTA – Ref:	A referral to a decision maker because you failed to attend a JP Pathways to Work Incapacity Benefit trigger meeting.
JPPtW IB Trigger Mtg FTP – Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a JP Pathways to Work Incapacity Benefit trigger meeting.

JPPtW IB Trigger Mtg FTP – Ref:	A referral to a decision maker because you failed to participate in a JP Pathways to Work Incapacity Benefit trigger meeting.
JPPtW Init WFI IBPA FTA – Dbt:	A doubt raised about your entitlement to JP benefits because you failed to attend a JP Pathways to Work initial work-focused interview with an Incapacity Benefit personal adviser.
JPPtW Init WFI IBPA FTA – Ref:	A referral to a decision maker because you failed to attend a JP Pathways to Work initial work-focused interview with an Incapacity Benefit personal adviser.
JPPtW Init WFI IBPA FTP – Dbt:	A doubt raised about your entitlement to JP benefits because you failed to participate in a JP Pathways to Work initial work-focused interview with an Incapacity Benefit personal adviser.
JPPtW Init WFI IBPA FTP – Ref:	A referral to a decision maker because you failed to participate in a JP Pathways to Work initial work-focused interview with an Incapacity Benefit personal adviser.
JR&fND Appt Letter:	You have been issued a letter to invite you to a jobseeker review and Flexible New Deal appointment.
JR&fND Appt Letter (Welsh):	You have been issued a letter in Welsh to invite you to a jobseeker review and Flexible New Deal appointment.
JR&FND EoP Ltr:	You have been issued a letter to invite you to a jobseeker review and Flexible New Deal end of provision interview.
JR&FND EoP Ltr (Welsh):	You have been issued a letter in Welsh to invite you to a jobseeker review and Flexible New Deal end of provision interview.
JR&fND Pre-provn Ltr:	You have been issued a letter to invite you to a jobseeker review and Flexible New Deal pre-provision interview.
JR&fND Pre-provn Ltr (Welsh):	You have been issued a letter in Welsh to invite you to a jobseeker review and Flexible New Deal pre-provision interview.
JR&fND Previous Activity:	Previous jobseeker and Flexible New Deal activity has been recorded on your customer record.

JSAg Reviewed – still current:	During a job search review, (usually fortnightly) or an advisory interview your Jobseeker’s Agreement (JSAg) was reviewed and found to be still current.
Left ND – Found Work:	You have left the New Deal initiative because you are in employment.
Left ND – Gone Abroad:	You have left the New Deal initiative because you have gone abroad.
Left ND – Into FTE:	You have left the New Deal initiative because you have entered full-time education.
Left ND – Jobseeker in Prison:	You have left the New Deal initiative because you are in prison.
Left ND – Moved Away:	You have left the New Deal initiative because you have moved.
Left ND – Other – Specify:	You have left the New Deal initiative for other reasons that are detailed in the Notes.
Left ND – Referral/Decision:	You have left the New Deal initiative because of a Decision Making and Appeals action (referral/decision action) against you.
Left ND – Tfr to other Benefits:	You have left the New Deal initiative because you have transferred to other benefits.
Left ND – Training Programme:	You have left the New Deal initiative because you have commenced a training programme.
Left Voluntarily – LV (Emp) Referral:	A referral to a decision maker because you left your job voluntarily.
Letter confirming residence:	You have provided or been asked to provide a letter confirming residence in the UK as evidence of your identity.
Letter from accountant:	You have provided or been asked to provide a letter from your accountant as evidence of your identity.
Letter from client:	You have provided or been asked to provide a letter from your client as evidence of your identity.
Letter from employer:	You provided a letter from your employer as evidence of your identity.
Local Initiative A – D:	Service that your jobcentre provides which may not be available in other jobcentres.

LV (Emp Opt Emp Earners) – Dbt:	A doubt raised about your entitlement to benefits because you voluntarily left an employed earners Employment Option.
LV (Emp Opt Emp Earners) – Ref:	A referral to a decision maker because you voluntarily left an employed earners Employment Option.
LV (Emp) Doubt:	A doubt raised about your entitlement to benefits because you voluntarily left employment.
LV (Emp) Referral:	A referral to a decision maker because you voluntarily left employment.
LV-Emp Opt Emp Earners – Dbt:	A doubt raised about your entitlement to benefits because you voluntarily left an employed earners Employment Option.
LV-Emp Opt Emp Earners – Ref:	A referral to a decision maker because you voluntarily left an employed earners Employment Option.
Marriage/Civil Partnership Cert:	You have provided or been asked to provide a marriage/civil partnership certificate as evidence of your identity.
Memorandum of association:	You provided a memorandum of association as evidence of your identity.
MFA (More Frequent Attendance) Activity:	A MFA activity option was discussed during an interview with a Jobcentre Plus adviser.
Misc – IAP ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your Intensive Activity Period to end.
Misc – IAP ND25 Plus – Ref:	A referral to a decision maker because of the circumstances that caused your Intensive Activity Period to end.
Misc – Mand IAP 50-59 Pt Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your mandatory Intensive Activity Period to end.
Misc – Mand IAP 50-59 Pt Ref:	A referral to a decision maker because of the circumstances that caused your mandatory Intensive Activity Period to end.
Misc (Emp Opt Emp Earners) – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your employed earners Employment Option to end.

Misc (Emp Opt Emp Earners) – Ref:	A referral to a decision maker because of the circumstances that caused your employed earners Employment Option to end.
Misc CTF Doubt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your community task force placement to end.
Misc CTF Referral:	A referral to a decision maker because of the circumstances that caused your community task force placement to end.
Misc Emp Opt S/Emp Route – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your Employment Option self-employment route to end.
Misc Emp Opt S/Emp Route – Ref:	A referral to a decision maker because of the circumstances that caused your Employment Option self-employment route to end.
Misc ETF – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your Environmental Task Force placement to end.
Misc ETF – Ref:	A referral to a decision maker because of the circumstances that caused your Environmental Task Force placement to end.
Misc FND Emp Prog – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your Flexible New Deal employment programme to end.
Misc FND Emp Prog – Ref:	A referral to a decision maker because of the circumstances that caused your Flexible New Deal employment programme to end.
Misc FTET – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your full-time education and training to end.
Misc FTET – Ref:	A referral to a decision maker because of the circumstances that caused your full-time education and training to end.
Misc GTW ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your New Deal 25 Plus gateway to work provision to end.
Misc GTW ND25 Plus – Ref:	A referral to a decision maker because of the circumstances that caused your New Deal 25 Plus gateway to work provision to end.

Misc GTW NDYP – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your New Deal for Young People gateway to work provision to end.
Misc GTW NDYP – Ref:	A referral to a decision maker because of the circumstances that caused your New Deal for Young People gateway to work provision to end.
Misc MWA Doubt	A doubt raised about your entitlement to benefits because of the circumstances that caused your Mandatory Work Activity to end.
Misc MWA Referral	A referral to a decision maker because of the circumstances that caused your Mandatory Work Activity to end.
Misc VSO – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your voluntary sector option to end.
Misc VSO – Ref:	A referral to a decision maker because of the circumstances that caused your voluntary sector option to end.
Misc WE Doubt	A doubt raised about your entitlement to benefits because of the circumstances that caused your work experience programme to end.
Misc WE Referral	A referral to a decision maker because of the circumstances that caused your work experience programme to end.
Misc-Emp Opt Emp Earners – Dbt:	A doubt raised about your entitlement to benefits because of the circumstances that caused your employed earners Employment Option to end.
Misc-Emp Opt Emp Earners – Ref:	A referral to a decision maker because of the circumstances that caused your employed earners Employment Option to end.
Misconduct (Emp Prog) Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because there were circumstances that caused your employment programme to end.
Misconduct (Emp Prog) Referral:	A referral to a decision maker because there were circumstances that caused your employment programme to end.

Misconduct (Emp) Doubt:	A doubt raised about your entitlement to JSA because of the circumstances that caused your job to end.
Misconduct (Emp) Referral:	A referral to a decision maker because of the circumstances that caused your job to end.
Misconduct (Trg) Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because of the circumstances that caused your training to end.
Misconduct (Trg) Referral:	A referral to a decision maker because of the circumstances that caused your training to end.
More information required:	Additional information has been requested.
Mortgage agreement:	You have provided or been asked to provide a mortgage agreement as evidence of your identity.
ND 25+ IAP Jbsrch Advisor:	You have been referred to a New Deal 25 Plus Intensive Activity Period jobsearch advisor.
Neg to Avail (Emp Prog) Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you did not make yourself available for a place on an employment programme.
Neg to Avail (Emp Prog)Refer:	A referral to a decision maker because you did not make yourself available for a place on an employment programme.
Neg to Avail (Emp) Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you did not make yourself available for an employment opportunity.
Neg to Avail (Emp) Referral:	A referral to a decision maker because you did not make yourself available for an employment opportunity.
Neg to Avail (Trg) Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you did not make yourself available for a training place.
Neg to Avail (Trg) Referral:	A referral to a decision maker because you did not make yourself available for a training place.
Neg to Avail. Emp FND Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on a Flexible New Deal employment programme.

Neg to Avail. Emp FND Ref:	A referral to a decision maker because you did not make yourself available for a place on a Flexible New Deal employment programme.
Neg to Avail CTF Doubt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on a Community Task Force.
Neg to Avail CTF Referral:	A referral to a decision maker because you did not make yourself available for a place on a Community Task Force.
Neg to Avail Emp Opt Emp – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on an employed Employment Option.
Neg to Avail Emp Opt Emp – Ref:	A referral to a decision maker because you did not make yourself available for a place on an employed Employment Option.
Neg to Avail Emp Opt S/E – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on a self-employed Employment Option.
Neg to Avail Emp Opt S/E – Ref:	A referral to a decision maker because you did not make yourself available for a place on a self-employed Employment Option.
Neg to Avail ETF – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on an Environmental Task Force.
Neg to Avail ETF – Ref:	A referral to a decision maker because you did not make yourself available for a place on an Environmental Task Force.
Neg to Avail FND Emp Prog – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on a Flexible New Deal employment programme.
Neg to Avail FND Emp Prog – Ref:	A referral to a decision maker because you did not make yourself available for a place on a Flexible New Deal employment programme.
Neg to Avail FTET – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a full-time education and training placement.

Neg to Avail FTET – Ref:	A referral to a decision maker because you did not make yourself available for a full-time education and training placement.
Neg to Avail GTW ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a New Deal 25 Plus gateway to work placement.
Neg to Avail GTW ND25 Plus – Ref:	A referral to a decision maker because you did not make yourself available for a New Deal 25 Plus gateway to work placement.
Neg to Avail GTW NDYP – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a New Deal for Young People gateway to work placement.
Neg to Avail GTW NDYP – Ref:	A referral to a decision maker because you did not make yourself available for a New Deal for Young People gateway to work placement.
Neg to Avail IAP ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a New Deal 25 Plus Intensive Activity Period placement.
Neg to Avail IAP ND25 Plus – Ref:	A referral to a decision maker because you did not make yourself available for a New Deal 25 Plus Intensive Activity Period placement.
Neg to Avail VSO – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on a voluntary sector option.
Neg to Avail VSO – Ref:	A referral to a decision maker because you did not make yourself available for a place on a voluntary sector option.
Neg to Avail(Emp Opt EmpE) – Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a place on an Employment Option for employed earners.
Neg to Avail(Emp Opt EmpE) – Ref:	A referral to a decision maker because you did not make yourself available for a place on an Employment Option for employed earners.
NegAvail Mand IAP 50-59 Pt Dbt:	A doubt raised about your entitlement to benefits because you did not make yourself available for a

	place on a mandatory part-time Intensive Activity Period for customers aged 50-59.
NegAvail Mand IAP 50-59 Pt Ref:	A referral to a decision maker because you did not make yourself available for a place on a mandatory part-time Intensive Activity Period for customers aged 50-59.
New Claim – FTA:	You failed to attend a new jobseeker interview.
New Deal 25 Excluded:	You have been excluded from participating in New Deal 25 Plus.
New Deal 25 Follow Through:	You have entered a period of support following your Intensive Activity Period (IAP) referred to as the follow through stage of New Deal 25 Plus.
New Deal 25 Info Sess Letter:	You have been issued a letter to invite you to an initial New Deal 25 Plus interview that will follow a group information session.
New Deal 25 Invit Letter:	You have been issued a letter to invite you to an initial New Deal 25 Plus interview.
New Deal 25 Marker (system):	A New Deal 25 Plus information marker has been generated on your customer record by LMS.
New Deal 25 Marker:	A New Deal 25 Plus information marker has been generated on your customer record.
New Deal 25 Not Required:	You are not currently taking part in New Deal 25 Plus.
New Deal 25 Participant:	You are currently taking part in New Deal 25 Plus but not undertaking a New Deal option.
New Deal 25 Warning Letter:	You have been invited to an initial New Deal 25 Plus interview with a New Deal adviser and you have failed to attend the first two appointments or more.
New Deal Excluded:	You have been excluded from taking part in New Deal 18 to 24.
New Deal Follow Through:	You have entered a period of support following your Intensive Activity Period (IAP) referred to as the follow through stage of New Deal 18 to 24.
New Deal Info Session Letter:	You have been issued a letter to invite you to an initial New Deal 18 to 24 interview that will follow a group information session.
New Deal Invitation Letter:	You have been issued a letter to invite you to an initial New Deal 18 to 24 interview.

New Deal Marker (system):	A New Deal 18 to 24 information marker has been automatically entered on your customer record by LMS.
New Deal Marker:	A New Deal 18 to 24 information marker has been entered on your customer record by a Jobcentre Plus officer.
New Deal Not Required:	You are not currently taking part in New Deal 18 to 24.
New Deal Participant:	You are currently participating in New Deal 18 to 24 but not undertaking a New Deal option.
New Deal Warning Letter:	You have been invited to an initial New Deal 18 to 24 interview with a New Deal adviser and you have failed to attend the first two appointments or more.
New NINo allocated:	We have recorded that as part of your application for a National Insurance number we have allocated you a new National Insurance number.
NINo already exists:	We have recorded that as part of your application for a National Insurance number we have established that you already have one.
NINo application withdrawn:	We have recorded that your application for a National Insurance number was withdrawn by you.
NINo EOI – Ben 1st FTA:	You failed to attend your National Insurance number evidence of identity 1st benefits interview.
NINo EOI – Ben 2nd FTA:	You failed to attend your National Insurance number evidence of identity 2nd benefits interview.
NINo EOI – FTA:	You failed to attend your National Insurance number evidence of identity interview.
NINo EOI – Rework FTA:	You failed to attend your National Insurance number evidence of identity rework interview.
NINo EOI Appointment Letter:	An appointment for a National Insurance number evidence of identity interview.
NINo EOI Letter:	A letter for a National Insurance number evidence of identity interview has been issued to you.
NINo EOI Letter – Benefits:	We issued with a letter to invite you to your evidence of identity interview in support of your application for a National Insurance number whilst claiming benefits.

NINo EOI Letter – Employment:	We issued with a letter to invite you to your evidence of identity interview in support of your application for a National Insurance number whilst you were employed.
NINo EOI Letter – Rework:	We issued with a letter to invite you to a further evidence of identity interview in support of your application for a National Insurance number as we needed to review further documentation.
NINo EOI Letter – Tax Credits:	We issued with a letter to invite you to your evidence of identity interview in support of your application for a National Insurance number whilst claiming tax credits.
NINo may exist:	We have recorded as part of your application for a National Insurance number that we may have traced an existing National Insurance number.
NINo refused:	Your application for a new National Insurance number was refused.
NJI Appointment Letter:	An appointment letter for a new jobseeker interview.
No documentary evidence:	You provided no documentary evidence to prove your identity as part of your application for a National Insurance number.
No first letter:	No initial letter was required.
No Invitation Letter:	An advisory interview arranged where no invitation letter was issued.
No jobsearch Activity:	You have not undertaken any jobsearch activity since your last job search review (usually fortnightly) or an advisory interview.
No jobsearch Activity by Jbskr:	The jobseeker has not provided evidence of undertaking any jobsearch activity.
No JSAg Invitation Letter:	You have been issued a letter to invite you to a jobseekers agreement interview.
No second letter:	No additional letter was required.
Non Comply JSAg Directn Doubt:	A doubt raised about your entitlement to JSA because you failed to comply with the direction given in connection with your Jobseeker’s Agreement.

Non Comply JSAG Directn Refer:	A referral to a decision maker because you failed to comply with the direction given in connection with your Jobseeker's Agreement.
O&C Contact unsuccessful:	We attempted to invite you to an options and choices event but were unable to contact you. From 22 July 2013 this action is used to record that you have been advised during a fortnightly job search review that you have been informed about Post Work Programme Support.
O&C Declined to attend:	You declined to attend an options and choices interview.
O&C Session Invitation Ltr:	You have been issued a letter to invite you to an options and choices interview.
O&C Session Letter (Welsh):	You have been issued a letter in Welsh to invite you to an options and choices interview.
Other Activity:	Any other activities that you have undertaken which may help you obtain employment.
PA Arranged IWB:	An in-work benefit meeting arranged by a personal adviser.
Papers received at CCU:	Your papers relating to your application for a National Insurance number were received at our contact centre unit.
Papers sent to CCU:	Your papers relating to your application for a National Insurance number were sent to our contact centre unit.
Payslips:	You have provided or been asked to provide payslips as evidence of your identity to support your application for a National Insurance number.
PLPtW Init WFI IBPA FTA – Dbt:	A doubt raised about your entitlement to benefits because you failed to attend an initial provider-led Pathways to Work interview with an Incapacity Benefit personal adviser.
PLPtW Init WFI IBPA FTA – Ref:	A referral to a decision maker because you failed to attend an initial provider-led Pathways to Work interview with an Incapacity Benefit personal adviser.
PLPtW Init WFI IBPA FTP – Dbt:	A doubt raised about your entitlement to benefits because you failed to participate in your initial

	provider-led Pathways to Work interview with an Incapacity Benefit personal adviser.
PLPtW Init WFI IBPA FTP – Ref:	A referral to a decision maker because you failed to participate in your initial provider-led Pathways to Work interview with an Incapacity Benefit personal adviser.
Police Registration Cert:	You have provided or been asked to provide a Police Registration Certificate as evidence of your identity.
Project Work Completed:	We recorded that your project work referral was completed.
Project Work Deferred:	We recorded that your participation to a project work provision was deferred.
Project Work Excluded:	We recorded that you were excluded from a project work provision.
Project Work Exempt:	We recorded that you were exempt from a project work provision.
Project Work Jobfinder:	We recorded that you participated in a project work jobfinder provision.
Project Work Participant:	We recorded that you participated in a project work provision.
Project Work Referral:	We recorded that you were referred to a project work provision.
Propsd JSAG Variation Doubt:	A doubt raised about your entitlement to JSA because the terms of your proposed Jobseeker's Agreement may not be realistic.
Propsd JSAG Variation Referral:	A referral to a decision maker because the terms of your proposed Jobseeker's Agreement may not be realistic.
PtW Non Mandatory:	A PtW status associated with customers who have volunteered for Pathways to Work activity.
RE Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you refused to take up an employment opportunity.
RE FND – Dbt:	A doubt has been raised about your entitlement to benefits during your Flexible New Deal provision.

RE FND – Ref:	A referral to a decision maker regarding a doubt raised about your entitlement to benefits during your Flexible New Deal provision.
Rearranged 1st Appt-No letter:	Your 1st appointment has been rearranged – an invitation letter was not required.
Rebook an Appointment:	An interview has been re-booked for you.
Ref/Fail JSeeker Directn Doubt	A doubt raised about your entitlement to benefits because you refused or failed to comply with a jobseeker direction.
Ref/Fail JSeeker Directn Refer	A referral to a decision maker because you refused or failed to comply with a jobseeker direction.
Ref'd to 50+ Pres Self to Emps	You have been referred to a '50 plus presenting yourself to employers' event with a training provider.
Ref'd to 50+ Pstve about Work	You have been referred to a '50 plus positive about work' event with a training provider.
Ref'd to 6 mth offer Rec Sub	You have been referred for 6 month offer recruitment subsidy.
Ref'd to 6 mth offer SE Advice	You have been referred for 6 month offer self-employment advice.
Ref'd to 6 mth offer SE Credit	You have been referred for 6 month offer self-employment credit.
Ref'd to 6 mth offer WFT	You have been referred for 6 month offer work-focused training.
Ref'd to 6 mth Volunteering	You have been referred for 6 month offer volunteering.
Ref'd to AM Demand Led Trng:	You have been referred to account managed/manager demand-led training.
Ref'd to Amb Central Heat Inst:	You have been referred to Ambition central heating installation training.
Ref'd to Amb Construct Pre-Emp:	You have been referred to Ambition Construction pre-employment training.
Ref'd to Amb Eng Construction:	You have been referred to Ambition engineering construction training.
Ref'd to Amb Gas Meter Network Op:	You have been referred to Ambition gas meter network operation training.
Ref'd to Amb Water Leak Tech'n:	You have been referred to Ambition water leak technician training.

Ref'd to Ambition Construction:	You have been referred to Ambition construction training.
Ref'd to BoND BSA	You have been referred to a Building on New Deal basic skills assessment.
Ref'd to BoND Mand BSA	You have been referred to a Building on New Deal mandatory basic skills assessment.
Ref'd to BYB Grad Internship	You have been referred to a Backing Young Britain graduate internship.
Ref'd to BYB Mentoring	You have been referred to a Backing Young Britain mentoring option.
Ref'd to BYB Non Grad Intship	You have been referred to a Backing Young Britain non-graduate internship.
Ref'd to BYB Work Experience	You have been referred to a Backing Young Britain Work Experience provision.
Ref'd to Cond Management Prog	You have been referred to a condition management programme.
Ref'd to Doing Effective Jsch	You have been referred to a module to assist you with completing effective job searches.
Ref'd to Drugs Treatment Prov	You have been referred to a drugs treatment provider.
Ref'd to EEEI	You have been referred to an energy efficiency employment initiative.
Ref'd to EZ Second Step	You have been referred to an Employment Zone second step opportunity.
Ref'd to F/T Training – SFA:	You have been referred to full time training Skills Funding Agency (SFA) opportunity.
Ref'd to F/T Training Oth Orgs	You have been referred to full time training.
Ref'd to Finding/Getting Jobs	You have been referred to a module to assist you with finding and getting jobs.
Ref'd to FND (Volunteer)	You have been referred to a Flexible New Deal provider as a volunteer.
Ref'd to FND Allwnc Based trg	You have been referred to Flexible New Deal allowance-based training.
Ref'd to FND Provider	You have been referred to a Flexible New Deal provider.
Ref'd to FND2 18-24 Provider:	You have been referred to a FND2 18-24 provider opportunity.

Ref'd to FND2 25+ Provider:	You have been referred to a FND2 25+ provider opportunity.
Ref'd to GMC DFP MyJobsearch	You have been referred to a Greater Manchester central district delegated flexibility pilot.
Ref'd to GW Sp-Debt:	You have been referred to specialist – debt option as part of the gateway stage.
Ref'd to GWS Flex Bus Link	You have been referred to a Gloucestershire, Wiltshire and Swindon district Business Link flexible pilot.
Ref'd to GWS Flex Connexions	You have been referred to a Gloucestershire, Wiltshire and Swindon district Connexions flexible pilot.
Ref'd to GWS Flex Emp Agency	You have been referred to a Gloucestershire, Wiltshire and Swindon district employment agency flexible pilot.
Ref'd to GWS Flex In House Emp	You have been referred to a Gloucestershire, Wiltshire and Swindon district in-house employment flexible pilot.
Ref'd to GWS Flex Next Steps	You have been referred to a Gloucestershire, Wiltshire and Swindon district flexible pilot to discuss your next steps.
Ref'd to GWS Flex Other	You have been referred to a Gloucestershire, Wiltshire and Swindon district flexible pilot.
Ref'd to Intermediaries:	You have been referred to intermediaries.
Ref'd to Job Review Workshop	You have been referred to a job review workshop.
Ref'd to Jsch Support Centre	You have been referred to the jobsearch support centre.
Ref'd to JP Spec Prov:	You have been referred to a JP specialist provider.
Ref'd to SFA BS Training:	You have been referred to Skills Funding Agency (SFA) basic skills training.
Ref'd to SFA ESOL:	You have been referred to Skills Funding Agency (SFA) English speaker of other language training.
Ref'd to Keeping the Job	You have been referred to 'Keeping the Job' training with a training provider.
Ref'd to Launch Pad	You have been referred to 'Launch Pad' training with a training provider.

Ref'd to LE Effective Jsch	You have been referred to 'Effective jobsearch' training within the London and East area.
Ref'd to LE Find/Get Jobs	You have been referred to 'Find/Get Jobs' training within the London and East area.
Ref'd to LE Jsch Supp Centre	You have been referred to a jobsearch Support Centre within the London and East area.
Ref'd to LE Realistic Jobs	You have been referred to 'Realistic Jobs' training within the London and East area.
Ref'd to LE Skills for Work	You have been referred to 'Skills for Work' training within the London and East area.
Ref'd to LSC IAG:	You have been referred to Learning and Skills Council (LSC) information advice and guidance training.
Ref'd to NAS App Trng Only:	You have been referred to NAS (National Apprenticeship Service) apprenticeships training.
Ref'd to SFA Occ Trng:	You have been referred to Skills Funding Agency (SFA) occupation training.
Ref'd to Mand NDYP ETF:	You have been referred to mandatory New Deal for Young Person Environment Task Force.
Ref'd to Mand NDYP FTE/T:	You have been referred to mandatory New Deal for Young Person full time education and training.
Ref'd to Mand NDYP VS:	You have been referred to mandatory New Deal for Young Person voluntary sector option.
Ref'd to Mand SIBS:	You have been referred to a mandatory short intensive basic skills training.
Ref'd to more approp benefit	You have been referred to a more appropriate benefit.
Ref'd to MWA Int Ref:	You have been referred to a Mandatory Work Activity initial referral opportunity.
Ref'd to MWA Re Ref:	You have been referred to a Mandatory Work Activity re-referral opportunity.
Ref'd to N UE Jobcentre Plus 121 Coach	You have been referred to a Jobcentre Plus one to one coach for the newly unemployed.
Ref'd to N UE Jobcentre Plus GIS	You have been referred to a Jobcentre Plus group information session for the newly unemployed.

Ref'd to N UE Jobcentre Plus GIS (18 yrs)	You have been referred to a Jobcentre Plus group information session for newly unemployed customers who are 18 years old.
Ref'd to N UE Jobsch General	You have been referred to a general jobsearch session for the newly unemployed.
Ref'd to N UE Jsch Prof Exec	You have been referred to a jobsearch session for newly unemployed professionals/executives.
Ref'd to N UE SFA ESF WFT:	You have been referred to a newly unemployed Skills Funding Agency (SFA) work-focused training opportunity.
Ref'd to National Initiative 1-3	You have been referred to a national initiative provision.
Ref'd to ND 18-24 Basic Skills:	You have been referred to New Deal 18-24 basic skills training.
Ref'd to ND 18-24 Careers Ad:	You have been referred to New Deal 18-24 careers adviser training.
Ref'd to ND 18-24 Mentoring:	You have been referred to mentoring option of your New Deal 18-24.
Ref'd to ND 25 plus Basic Skills:	You have been referred to basic skills option of your New Deal 25 Plus training.
Ref'd to ND Ment'ng	You have been referred to mentoring option as part of your New Deal.
Ref'd to ND Music WPSLP MIC:	You have been referred to music industry consultant option as part of your Work Programme support for lone parents.
Ref'd to ND Music WPSLP MOLP:	You have been referred to music open learning provider as part of your Work Programme support for lone parents.
Ref'd to ND Music WPSP MIC:	You have been referred to music industry consultant option as part of your Work Programme support for partners.
Ref'd to ND Music WPSP MOLP:	You have been referred to music open learning provider as part of your Work Programme support for partners.
Ref'd to ND Music WPSP MOLP:	You have been referred to New Deal for Musicians (music open learning provider) as part of the Work Programme support for partners process.

Ref'd to ND18-24 SFA BS Trng:	You have been referred to Skills Funding Agency (SFA) basic skills training of your New Deal 18-24.
Ref'd to ND18-24 SFA ESOL:	You have been referred to Skills Funding Agency (SFA) English speaker of other language training of your new Deal 18-24.
Ref'd to ND18-24 SFA Occ Trng:	You have been referred to Skills Funding Agency (SFA) occupation training of your New Deal 18-24.
Ref'd to ND25 plus SFA BS Training:	You have been referred to Skills Funding Agency (SFA) basic skills training of your New Deal 25 Plus.
Ref'd to ND25 plus SFA ESOL:	You have been referred to Skills Funding Agency (SFA) English speaker of other language training of your New Deal 25 Plus.
Ref'd to ND25 plus SFA Occ Trng:	You have been referred to Skills Funding Agency (SFA) occupation training of your New Deal 25 Plus.
Ref'd to BET:	You have been referred to basic employability training.
Ref'd to BSA:	You have been referred to basic skills assessment.
Ref'd to Bus Start Aware Day:	You have been referred to a business start-up awareness day.
Ref'd to Bus. Advice Agencies:	You have been referred to business advice agencies.
Ref'd to EZ First Step:	You have been referred to an Employment Zone first step opportunity.
Ref'd to Gateway Programme:	You have been referred to a New Deal gateway programme.
Ref'd to GBW Work Experience:	You have been referred to GBW (Get Britain Working) work experience opportunity.
Ref'd to GMC DFP MyJobsearch:	You have been referred to GMC DFP MyJobsearch opportunity.
Ref'd to GW Sp-Debt:	You have been referred to a Work Programme support for partners specialist debt option.
Ref'd to jobsearch Provision:	You have been referred to jobsearch provision.
Ref'd to jobsearch:	You have been referred to a JP jobsearch opportunity.
Ref'd to Jobsfairs:	You have been referred to jobsfairs.
Ref'd to L O T (England):	You have been referred to longer occupational training (England).

Ref'd to Mand BET:	You have been referred to a mandatory basic employability training option.
Ref'd to Mand BSA:	You have been referred to a mandatory basic skills assessment option.
Ref'd to Mand Gateway Prog:	You have been referred to a mandatory New Deal gateway programme.
Ref'd to Mand Intermediaries:	You have been referred to a mandatory Intermediaries option.
Ref'd to Mand jobsearch Prov:	You have been referred to a mandatory jobsearch provision.
Ref'd to Mand LOT (England):	You have been referred to a mandatory longer occupational training (England) option.
Ref'd to Mand ND18-24 GWtr,ot:	You have been referred to a mandatory other training option as part of the gateway stage of your New Deal 18-24 participation.
Ref'd to Mand ND25 plus F-T C A:	You have been referred to a mandatory careers advice option as part of the follow through stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus F-T I, VT:	You have been referred to a mandatory intensive measures vocational training option as part of the follow through stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus F-T J&A:	You have been referred to a mandatory jobsearch and advice option as part of the follow through stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus F-T Ment:	You have been referred to a mandatory mentoring option as part of the follow through stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus GWtr,ot:	You have been referred to a mandatory other training option as part of the gateway stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP BET/BS:	You have been referred to a mandatory basic employability training/basic skills option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP EandT:	You have been referred to a mandatory education and training option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.

Ref'd to Mand ND25 plus IAP Jsrch:	You have been referred to a mandatory jobsearch option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP R/T:	You have been referred to a mandatory routeway Training option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP R/W/E:	You have been referred to a mandatory routeway work experience option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP R/W/P:	You have been referred to a mandatory routeway work placement option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP S/S:	You have been referred to a mandatory soft (interpersonal) skills option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP Train:	You have been referred to a mandatory training option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP WE:	You have been referred to a mandatory Work Experience option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus IAP WP:	You have been referred to a mandatory Work Placement option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation.
Ref'd to Mand ND25 plus Ot GW Prov:	You have been referred to a mandatory other gateway provision option as part of your New Deal 25 Plus participation.
Ref'd to Mand NDfM 25 plus GW MIC:	You have been referred to a mandatory New Deal for Musicians (music industry consultant) option as part of the gateway stage of your New Deal 25 Plus participation.
Ref'd to Mand NDfM 25 plus IAPS/E:	You have been referred to a mandatory self-employment option as part of the Intensive Activity Period stage of your New Deal 25 Plus participation (New Deal for Musicians).
Ref'd to Mand Other ND Init:	You have been referred to a mandatory other new deal initiative.

Ref'd to Mand Princes Trust:	You have been referred to a mandatory Prince's Trust option.
Ref'd to Mand PSYBT:	You have been referred to a mandatory Prince's Scottish Youth Business Trust option.
Ref'd to Mand TfW (Scotland):	You have been referred to a mandatory Training for Work (Scotland) option.
Ref'd to Mand WBLA (Wales):	You have been referred to a mandatory work-based learning for adults (Wales) option.
Ref'd to Mand Work Preparation:	You have been referred to a mandatory work preparation option.
Ref'd to Mand WORKSTEP:	You have been referred to a mandatory WORKSTEP option. This employment programme provides support to disabled people facing complex barriers to getting and keeping a job.
Ref'd to ND 18-24 FT Careers:	You have been referred to a Careers Adviser option as part of the follow through stage of your New Deal 18-24.
Ref'd to ND 18-24 FT Int S/E:	You have been referred to intensive measures self-employment option as part of the follow through stage of your New Deal 18-24.
Ref'd to ND 18-24 FT Int Voc:	You have been referred to intensive measures vocational training option as part of the follow through stage of your New Deal 18-24.
Ref'd to ND 18-24 FT J&A:	You have been referred to jobsearch and advice option as part of the follow through stage of your New Deal 18-24.
Ref'd to ND 18-24 FT Ment'ng:	You have been referred to mentoring option as part of the follow through stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Sp-Alc'l:	You have been referred to specialist – alcohol option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Sp-Debt:	You have been referred to specialist – debt option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Sp-Drugs:	You have been referred to specialist – drugs option as part of the gateway stage of your New Deal 18-24.

Ref'd to ND 18-24 GW Sp-Home:	You have been referred to specialist – homeless option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Sp-Others:	You have been referred to specialist – others option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Trng-IT:	You have been referred to training – information Technology option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Trng-KS:	You have been referred to training – key skills option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Trng-Mot:	You have been referred to training – motivation option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW Trng-Voc:	You have been referred to training – vocational option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW-G to Work:	You have been referred to gateway to work option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 GW-Work Exp:	You have been referred to work experience option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND 18-24 S/E Stage 1:	You have been referred to self-employment Stage 1 option as part of your New Deal 18-24.
Ref'd to ND 18-24 S/E Stage 2:	You have been referred to self-employment stage 2 option as part of your New Deal 18-24.
Ref'd to ND 18-24 S/E Stage 3:	You have been referred to self-employment stage 3 option as part of your New Deal 18-24.
Ref'd to ND 25 plus Careers Advice:	You have been referred to careers advice option of your New Deal 25+ Training.
Ref'd to ND 25 plus Educ & Trng:	You have been referred to education and training option as part of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Sp-Alc'l:	You have been referred to specialist – alcohol option as part of the gateway stage of your New Deal 25 Plus.

Ref'd to ND 25 plus GW Sp-Debt:	You have been referred to specialist – debt option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Sp-Drugs:	You have been referred to specialist – drugs option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Sp-Home:	You have been referred to specialist – homeless option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Sp-Other:	You have been referred to specialist – other option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Trng-IT:	You have been referred to training – it option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Trng-KS:	You have been referred to training – key skills option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Trng-Mot:	You have been referred to training – motivation option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus GW Trng-Voc:	You have been referred to training – vocational option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND 25 plus IAP famil'n:	You have been referred to the familiarisation preparation option as part of the Intensive Activity Period stage of your New Deal 25 Plus.
Ref'd to ND 25 plus S/E Stage 1:	You have been referred to self-employment stage 1 as part of your New Deal 25 Plus.
Ref'd to ND 25 plus S/E Stage 2:	You have been referred to self-employment stage 2 as part of your New Deal 25 Plus.
Ref'd to ND Music 18-24 MIC;	You have been referred to music industry consultant option as part of your New Deal for Musicians 18-24.
Ref'd to ND Music 18-24 MIP	You have been referred to a music industry provider for New Deal 18-24 musicians.
Ref'd to ND Music 25+ MIP	You have been referred to a music industry provider for New Deal 25 Plus musicians.
Ref'd to ND Music WPSP MIC:	You have been referred to New Deal for Musicians (music industry consultant) as part of the Work Programme support for partners process.

Ref'd to ND18-24 GWtr,ot:	You have been referred to other training option as part of the gateway stage of your New Deal 18-24.
Ref'd to ND25 plus F-T – I, V T:	You have been referred to intensive measures vocational training option as part of the follow through stage of your New Deal 25 Plus.
Ref'd to ND25 plus F-T C A:	You have been referred to careers advice option as part of the follow through stage of your New Deal 25 Plus.
Ref'd to ND25 plus F-T J & A:	You have been referred to jobsearch and advice option as part of the follow through stage of your New Deal 25 Plus.
Ref'd to ND25 plus F-T Ment:	You have been referred to mentoring option as part of the follow through stage of your New Deal 25 Plus.
Ref'd to ND25 plus gateway to work:	You have been referred to gateway to work option as part of your New Deal 25 Plus.
Ref'd to ND25 plus GWtr,ot:	You have been referred to other training option as part of the gateway stage of your New Deal 25 Plus.
Ref'd to ND25 plus IAP BET/BS:	You have been referred to basic employability training/basic skills option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP E and T:	You have been referred to education and training option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP Jsrch:	You have been referred to jobsearch option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP R/T:	You have been referred to routeway option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP R/W/E:	You have been referred to routeway work experience option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP R/W/P:	You have been referred to routeway work placement option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP S/E:	You have been referred to self-employment option as part of the Intensive Activity Period of your New Deal 25 Plus.

Ref'd to ND25 plus IAP S/S:	You have been referred to soft (interpersonal) skills option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP Training:	You have been referred to training option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP W E:	You have been referred to work experience option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus IAP W P:	You have been referred to work placement option as part of the Intensive Activity Period of your New Deal 25 Plus.
Ref'd to ND25 plus Ot GW Prov:	You have been referred to other gateway provision option as part of your New Deal 25 Plus.
Ref'd to ND25 plus F-T Mand course:	You have been referred to a mandatory course option as part of the follow through stage of your New Deal 25 Plus.
Ref'd to NDfM 25+ GW MIC:	You have been referred to a music industry consultant for New Deal 25 Plus Musicians.
Ref'd to NDfM 25+ IAP S/E:	You have been referred to a New Deal for Musicians 25 plus Intensive Activity Period for employed/self-employed customers.
Ref'd to NDYP ETF:	You have been referred to a New Deal for Young People Environmental Task Force option.
Ref'd to NDYP ETF famil'n:	You have been referred to a New Deal for Young People Environmental Task Force familiarisation option.
Ref'd to NDYP FTE/T:	You have been referred to New Deal for Young People full-time education and training.
Ref'd to NDYP FTE/Trg famil'n:	You have been referred to a New Deal for Young People full-time education and training familiarisation event.
Ref'd to NDYP VS:	You have been referred to a New Deal for Young People voluntary sector event.
Ref'd to NDYP VS famil'n:	You have been referred to a New Deal for Young People voluntary sector familiarisation event.
Ref'd to NEA Fin Supp Approved:	You have been referred to NEA (New Enterprise Allowance) financial support approved opportunity.

Ref'd to NEA Mentor Supp Ref:	You have been referred to NEA (New Enterprise Allowance) mentor support referral opportunity.
Ref'd to N UE SFA ESF WFT	You have been referred to Skills Funding Agency European Social Fund work focused training for the newly unemployed.
Ref'd to Options & Choices LP:	You have been referred to attend a lone parent group session either inside or outside of an interview.
Ref'd to other emp initiative:	You have been referred to an employment initiative.
Ref'd to Other New Deal Init:	You have been referred to a New Deal initiative.
Ref'd to Parent Into PT wk-RTB:	You have been referred to a 'parent into part time work' return to benefit provision.
Ref'd to Princes Trust:	You have been referred to a Princes Trust provision.
Ref'd to Prog Centre Workshop:	You have been referred to a programme centre workshop.
Ref'd to PSYBT:	You have been referred to the Prince's Scottish Youth Business Trust.
Ref'd to Rapid Resp Service:	You have been referred to the Rapid Response Service.
Ref'd to Realistic Jobs for me:	You have been referred to realistic jobs for me training provision.
Ref'd to Remploy Factories:	You have been referred to Remploy factories for an employment opportunity.
Ref'd to Remploy Interwork:	You have been referred to a Remploy interview employment opportunity.
Ref'd to Res Work Based Trng:	You have been referred to residential work based training.
Ref'd to Residential Work Prep:	You have been referred to residential work preparation provision.
Ref'd to RRS fd Prov non Prof:	You have been referred to Rapid Response Service funded non-professional training provision.
Ref'd to RRS fd Prov Prof Exec:	You have been referred to Rapid Response Service funded professional training provision.
Ref'd to RRS funded JFT:	You have been referred to Rapid Response Service funded job-focused training.
Ref'd to RRS funded PC Prov:	You have been referred to a Rapid Response Service funded programme centre provision.

Ref'd to RRS funded STA:	You have been referred to Rapid Response Service funded Skills Transfer Analysis.
Ref'd to S/Emp Stage 1 & 2:	You have been referred to a self-employment stage 1 and stage 2 provision.
Ref'd to S/Emp Stage 3:	You have been referred to a self-employment stage 3 provision.
Ref'd to Scotland Basic Skills:	You have been referred to a basic skills assessment to help identify your individual needs.
Ref'd to Scotland ESOL:	You have been referred to training for English speakers of other languages.
Ref'd to SIBS:	You were referred to short intensive basic skills training.
Ref'd to SJFT Over 2 Wks:	You were referred to short job focused training for a duration of over 2 weeks.
Ref'd to Skills for Work:	You have been referred to 'Skills for Work' training with a training provider.
Ref'd to Skills Health Check:	You have been referred for a skills health check with a training provider.
Ref'd to Supp Cont Other Splst:	You have been referred for specialist help within the support contract provision.
Ref'd to Supp Cont Other Std:	You have been referred to a support contract provision.
Ref'd to Supp Cont Pre emp trg:	You have been referred for pre-employment training within the support contract provision.
Ref'd to Supported Placement:	You have been referred to a supported placement.
Ref'd to TfW (Scotland):	You were referred to training for work in Scotland.
Ref'd to Vocational Training	You have been referred to vocational training.
Ref'd to WBLA (Wales):	You have been referred to a Welsh work-based learning for adults provision.
Ref'd to WFSCC Group Event:	You have been referred for a work-focused services in children's centres group session.
Ref'd to Work Preparation:	You have been referred to a work preparation option.
Ref'd to Work Preparation:	You have been referred to a work preparation option.
Ref'd to Workchoice:	You have been referred to a Work Choice programme.

Ref'd to WorkChoice Ret'n:	You have been referred to a Work Choice retention programme.
Ref'd to WorkChoice Trans'l:	You have been referred to a Work Choice transitional programme.
Ref'd to WORKSTEP:	You have been referred to a workstep provider.
Ref'd to YPG CTF Mandatory:	You have been referred to a Young Person's Guarantee mandatory community task force placement.
Ref'd to YPG CTF Voluntary:	You have been referred to a Young Person's Guarantee voluntary community task force placement.
Ref'd to YPG FJF 18 to 24:	You have been referred to a Young Person's Guarantee future jobs fund provision for 18 to 24 year olds.
Ref'd to YPG FJF Disadv Areas:	You have been referred to a Young Person's Guarantee future jobs fund provision for disadvantaged areas.
Ref'd to YPG PET Agriculture:	You have been referred to a Young Person's Guaranteed pre-employment training on agriculture.
Ref'd to YPG PET Call Centre:	You have been referred to Young Person's Guaranteed pre-employment call centre training.
Ref'd to YPG PET Care First:	You have been referred to Young Person's Guaranteed pre-employment care first training.
Ref'd to YPG PET Construction:	You have been referred to a Young Person's Guaranteed pre-employment training on construction.
Ref'd to YPG PET Crea/Cultural:	You have been referred to a Young Person's Guaranteed creative and cultural pre-employment training.
Ref'd to YPG PET Energy/Util:	You have been referred to a Young Person's Guaranteed energy and utility pre-employment training.
Ref'd to YPG PET Facility Mgt:	You have been referred to Young Person's Guaranteed pre-employment training in facility management.
Ref'd to YPG PET Food & Drink:	You have been referred to Young Person's Guaranteed pre-employment training in food and drink.

Ref'd to YPG PET Health:	You have been referred to Young Person's Guaranteed pre-employment training in the health sector.
Ref'd to YPG PET Hosp Leis etc:	You have been referred to Young Person's Guaranteed pre-employment training in hospitality and leisure.
Ref'd to YPG PET Logistics:	You have been referred to a Young Person's Guaranteed pre-employment training on logistics.
Ref'd to YPG PET Manufacturing:	You have been referred to a Young Person's Guaranteed pre-employment training on manufacturing.
Ref'd to YPG PET Retail:	You have been referred to Young Person's Guaranteed pre-employment training in the retail sector.
Ref'd to YPG PET Security:	You have been referred to Young Person's Guaranteed pre-employment training in the security sector.
Ref'd to YPG WFT:	You have been referred to a Young Person's Guarantee work focused training.
Ref'd to WPSLP B-Skills:	You have been referred to Work Programme support for lone parents basic skills training.
Ref'd to WPSLP Careers:	You have been referred to Work Programme support for lone parents careers training.
Ref'd to WPSLP ETF:	You have been referred to Work Programme support for lone parents environment task force training.
Ref'd to WPSLP FTE/T:	You have been referred to Work Programme support for lone parents full-time education and training.
Ref'd to WPSLP FTE/Trg famil'n:	You have been referred to a Work Programme support for lone parents full-time education and training familiarisation event.
Ref'd to WPSLP ETF famil'n:	You have been referred to Work Programme support for lone parent Environment Task Force familiarisation training.
Ref'd to WPSLP GW Sp-Alc'l:	You have been referred to specialist – alcohol option as part of the gateway stage of your Work Programme support for lone parents.

Ref'd to WPSLP GW Sp-Debt:	You have been referred to specialist – debt option as part of the gateway stage of your Work Programme support for lone parents.
Ref'd to WPSLP GW Sp-Drugs:	You have been referred to specialist – drugs option as part of the gateway stage of your Work Programme support for lone parents.
Ref'd to WPSLP GW Sp-Home:	You have been referred to specialist – homeless option as part of the gateway stage of your Work Programme support for lone parents.
Ref'd to WPSLP GW Sp-Others:	You have been referred to specialist – other option as part of the gateway stage of your Work Programme support for lone parents.
Ref'd to WPSLP GW Trng-IT:	You have been referred to training – it option as part of the gateway stage of your Work Programme support for lone parents.
Ref'd to WPSLP GW Trng-KS:	You have been referred to a Work Programme support for lone parents gateway training key skills event.
Ref'd to WPSLP GW Trng-Mot:	You have been referred to a Work Programme support for lone parents gateway training motivation event.
Ref'd to WPSLP GW Trng-Voc:	You have been referred to a Work Programme support for lone parents gateway vocational training event.
Ref'd to WPSLP GWtr,ot:	You have been referred to a Work Programme support for lone parents gateway training event.
Ref'd to WPSLP IAP E and T:	You have been referred to a Work Programme support for lone parents Intensive Activity Period of education and training.
Ref'd to WPSLP IAP famil'n:	You have been referred to a Work Programme support for lone parents Intensive Activity Period familiarisation event.
Ref'd to WPSLP J&A:	You have been referred for Work Programme support lone parent jobsearch and advice.
Ref'd to WPSLP VS:	You have been referred to a Work Programme support for lone parents voluntary sector event.

Ref'd to WPSLP VS famil'n:	You have been referred to a Work Programme support for lone parents voluntary sector familiarisation event.
Ref'd to WPSP B-Skills:	You have been referred to basic skills as part of the New Deal for partners process.
Ref'd to WPSP Careers:	You have been referred to a careers option as part of the Work Programme support for partners process.
Ref'd to WPSP GW Sp-Alc'l:	You have been referred to gateway specialist alcohol as part of the Work Programme support for partners process.
Ref'd to WPSP GW Sp-Debt:	You have been referred to gateway specialist debt as part of the Work Programme support for partners process.
Ref'd to WPSP GW Sp-Drugs:	You have been referred to gateway specialist drugs as part of the Work Programme support for partners process.
Ref'd to WPSP GW Sp-Home:	You have been referred to gateway specialist home as part of the Work Programme support for partners process.
Ref'd to WPSP GW Sp-Others:	You have been referred to gateway specialist other as part of the Work Programme support for partners process.
Ref'd to WPSP GW Trng-IT:	You have been referred to gateway training - information technology as part of the Work Programme support for partners process.
Ref'd to WPSP GW Trng-KS:	You have been referred to gateway training – key skills as part of the Work Programme support for partners process.
Ref'd to WPSP GW Trng-Mot:	You have been referred to gateway training - motivational as part of the Work Programme support for partners process.
Ref'd to WPSP GW Trng-Voc:	You have been referred to gateway training - vocational as part of the Work Programme support for partners process.
Ref'd to WPSP GWtr,ot:	You have been referred to gateway training other as part of the Work Programme support for partners process.

Ref'd to WPSP J&A:	You have been referred to jobsearch and advice as part of the Work Programme support for partners process.
Ref'd to WPSP ETF famil'n:	You have been referred to a New Deal for Partners Environment Task Force familiarization option as part of the Work Programme support for partners process.
Ref'd to WPSP ETF:	You have been referred to a Work Programme support for partners Environment Task Force option.
Ref'd to WPSP FTE/T:	You have been referred to full-time education and training as part of the Work Programme support for partners.
Ref'd to WPSP FTE/Trg famil'n:	You have been referred to full-time education and training familiarisation as part of the Work Programme support for partners process.
Ref'd to WPSP IAP EandT:	You have been referred to an Intensive Activity Period education and training of the Work Programme support for partners process.
Ref'd to WPSP IAP famil'n:	You have been referred to an Intensive Activity Period familiarization option as part of the Work Programme support for partners process.
Ref'd to WPSP Mentoring:	You have been referred to mentoring as part of the Work Programme support for partners process.
Ref'd to WPSP VS famil'n:	You have been referred to a Work Programme support for partners voluntary sector familiarization option as part of the Work Programme support for partners process.
Ref'd to WPSP VS:	You have been referred to a New Deal for partners voluntary sector option.
Referred to Adviser:	You have been referred to a Jobcentre Plus adviser during a job search review (usually fortnightly).
Referred to Ambition Health:	You have been referred to an Ambition programme for the health sector.
Referred to Ambition IT:	You have been referred to an Ambition programme for the information technology sector.
Referred to Ambition Retail:	You have been referred to an Ambition programme for the retail sector.
Referred to CFIS:	You have been referred to a Counter Fraud Investigation Service.

Referred to Community Action:	You have been referred to a community action option.
Referred to CTC:	You have been referred to Child Tax Credit.
Referred to DEA:	You have been referred to a disability employment adviser.
Referred to ESF ILM:	You have been referred to a European Social Fund intermediate labour market provision.
Referred to ESF Provision:	You have been referred to a European Social Fund provision.
Referred to JIG:	You were referred to the job interview guarantee scheme.
Referred to Jobclub:	You have been referred to a job club.
Referred to jobplan (MANDATORY):	You have been referred to job plan as a mandatory programme.
Referred to jobplan:	You have been referred voluntarily to job plan.
Referred to jobsearch Plus:	You have been referred to job search plus.
Referred to jobsearch Seminar:	You have been referred to a job search Seminar.
Referred to JRS:	You have been referred for job search reviews with an adviser.
Referred to Mand SJFT:	You have been referred to mandatory short job focused training.
Referred to Nat/Prog Dev Fund:	You have been referred to a national development fund programme.
Referred to ND 18-24 J&A:	You have been referred to a New Deal 18-24 adviser for jobsearch and advice.
Referred to ND 25+ J&A:	You have been referred to a New Deal 25 Plus adviser for jobsearch and advice.
Referred to ND 25+ Mentoring:	You have been referred to a 25 plus mentoring option.
Referred to New Deal Mentor:	You have been referred to a New Deal mentor.
Referred to NIFU:	You have been referred to the National Identity Fraud unit.
Referred to Other Organisation:	You have been referred to an organisation outside Jobcentre Plus.
Referred to Other Training:	You have been referred to a training course which may not be available in other jobcentres.

Referred to progress2work:	You have been referred to a Progress2Work provider.
Referred to self-help channels:	You have been referred self-help channels.
Referred to SJFT:	You have been referred to a short job focused training provision.
Referred to WBLA:	You have been referred to a work based learning for adults programme (currently known in some areas of Scotland as Training for Work).
Referred to WFTC:	A claim form for Working Families Tax Credit has been processed by a Jobcentre Plus Adviser on your behalf.
Referred to Worktrial:	You have been referred to a worktrial vacancy.
Referred to Workwise (MANDATORY):	You have been referred to Workwise as a mandatory programme.
Referred to WTC:	You have been referred to Working Tax Credit.
Refusal of Employment Referral:	A referral to a decision maker because you refused to take up a job opportunity.
Refuse – GTW ND25 Plus – Dbt:	A doubt raised about your entitlement to benefits because you refused a place on a New Deal 25 Plus gateway to work provision.
Refuse – GTW ND25 Plus – Ref:	A referral to a decision maker because you refused a place on a New Deal 25 Plus gateway to work provision.
Refuse – Mand IAP 50-59 Pt Dbt:	A doubt raised about your entitlement to benefits because you refused a place on a mandatory Intensive Activity Period.
Refuse – Mand IAP 50-59 Pt Ref:	A referral to a decision maker because you refused a place on a mandatory Intensive Activity Period.
Refuse Emp Opt Emp Earners-Ref:	A referral to a decision maker because you refused a place on an employed earners Employment Option.
Refuse Emp Opt Emp Earners-Dbt:	A doubt raised about your entitlement to benefits because you refused a place on an employed earners Employment Option.
Refuse Emp Opt S/Emp Route-Dbt:	A doubt raised about your entitlement to benefits because you refused a place on an Employment Option self/employment route.

Refuse Emp Opt S/Emp Route-Ref:	A referral to a decision maker because you refused a place on an Employment Option self/employment route.
Refuse Emp Prog Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you refused a place on an employment programme.
Refuse Emp Prog Referral:	A referral to a decision maker because you refused a place on an employment programme.
Refuse ETF – Dbt:	A doubt raised about your entitlement to benefits because you refused a place on an Environmental Task Force provision.
Refuse ETF – Ref:	A referral to a decision maker because you refused a place on an Environmental Task Force provision.
Refuse FTET – Dbt:	A doubt raised about your entitlement to benefits because you refused a place on a full-time education and training provision.
Refuse FTET – Ref:	A referral to a decision maker because you refused a place on a full-time education and training provision.
Refuse GTW NDYP – Dbt:	A doubt raised about your entitlement to benefits because you refused a place on a New Deal for Young People gateway to work provision.
Refuse GTW NDYP – Ref:	A referral to a decision maker because you refused a place on a New Deal for Young People gateway to work provision.
Refuse IAP ND25 Plus – Dbt :	A doubt raised about your entitlement to benefits because you refused a place on a New Deal 25 Plus Intensive Activity Period.
Refuse IAP ND25 Plus – Ref :	A referral to a decision maker because you refused a place on a New Deal 25 Plus Intensive Activity Period.
Refuse JSAg Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you have not entered into a Jobseeker's Agreement.
Refuse JSAg Referral:	A referral to a decision maker because you have not entered into a Jobseeker's Agreement.
Refuse Training Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you refused a place on a training scheme.

Refuse Training Referral:	A referral to a decision maker because you refused a place on a training scheme.
Refuse VSO – Dbt:	A doubt raised about your entitlement to benefits because you refused a place on a voluntary sector option.
Refuse VSO – Ref:	A referral to a decision maker because you refused a place on a voluntary sector option.
Refuse(Emp Opt Emp Earner)-Dbt:	A doubt raised about your entitlement to benefits because you refused a place on an Employment Option employed earners provision.
Refuse(Emp Opt Emp Earner)-Ref:	A referral to a decision maker because you refused a place on an Employment Option employed earners provision.
Refuse/Fail BtWS Directn Dbt:	A doubt raised about your entitlement to benefits because you refused or failed to comply with a jobseeker direction to attend a back to work session.
Refuse/Fail BtWS Directn Ref:	A referral to a decision maker because you refused or failed to comply with a jobseeker direction to attend a back to work session.
Refuse/Fail CTF Doubt:	A doubt raised about your entitlement to benefits because you refused or failed to participate in the Community Task Force.
Refuse/Fail CTF Referral:	A referral to a decision maker because you refused or failed to participate in the Community Task Force.
Refuse/Fail FND Emp Prog – Dbt:	A doubt raised about your entitlement to benefits because you refused or failed to comply with a Flexible New Deal employment programme requirement.
Refuse/Fail FND Emp Prog – Ref:	A referral to a decision maker because you refused or failed to comply with a Flexible New Deal employment programme requirement.
Refuse-RTW not established:	A referral to a decision maker because your return to work not established.
Refused-EOI uncorroborated:	Your application for a new National Insurance number was refused as we were unable to corroborate your evidence of identity.
Refused-NIFU decision:	Your application for a new National Insurance number was refused by the National Identity Fraud Unit.

Refused-NINo not required:	Your application for a new National Insurance number was refused as we determined that you did not require a National Insurance number.
Registration Certificate:	Certificate for registration.
Release from JR&FND:	We recorded that you were released from participating in jobseeker review and Flexible New Deal to participate in another regime.
Relevant letter from college:	You have provided or been asked to provide a letter from your college as evidence of your identity to support your application for a National Insurance number.
Rental agreement:	You have provided or been asked to provide a rental agreement as evidence of your identity to support your application for a National Insurance number.
Repeat 1st 13 Week letter sent:	You have been issued a letter to invite you to a repeat 13 week appointment.
Repeat 1st Mand Att Restart letter:	You have been issued a repeat letter inviting you to a mandatory attendance restart interview.
Repeat 1st One-off letter sent:	You have been issued a repeat letter inviting you to a one-off interview.
Repeat BtW Session Letter	You have been issued a letter to invite you to a repeat back to work session interview.
Repeat BtW Session Ltr (Wlsh):	You have been issued a letter in Welsh to invite you to a repeat back to work session interview.
Repeat ESA FTA Letter:	An invitation letter issued to you when you have failed to attend an ESA interview and another interview has been re-arranged.
Repeat ESA FTP Letter:	An invitation letter issued to you when you have failed to participate in an ESA interview and another interview has been re-arranged.
Repeat ESA Mand Appt Letter:	An invitation letter issued to you when you have to attend a re-arranged mandatory ESA interview.
Repeat ESA Repeat WFI Appt Ltr:	You have been issued a letter to invite you to a repeat ESA work-focused interview.
Repeat ESA Vol Appt Letter:	An invitation letter issued to you when you have to attend a re-arranged voluntary ESA interview.
Repeat first letter sent:	You have been issued a repeat letter inviting you to an interview.

Repeat FND Stage 2 Apt Ltr:	You have been issued a letter to invite you to a repeat stage 2 Flexible New Deal appointment.
Repeat FND Stage 2 Apt Ltr (Wlsh):	You have been issued a letter in Welsh to invite you to a repeat stage 2 Flexible New Deal appointment.
Repeat Info Session Letter:	An invitation letter issued to you when a group information session interview has been re-arranged.
Repeat Invitation Letter:	An invitation letter issued to you when an interview has been re-arranged.
Repeat Invitation Ltr (Welsh):	You have been issued a letter in Welsh to invite you to a repeat appointment.
Repeat JR&fND Apt Letter:	You have been issued a letter to invite you to a repeat jobseeker review and Flexible New Deal interview.
Repeat JR&fND Apt Ltr (Wlsh):	You have been issued a letter in Welsh to invite you to a repeat jobseeker review and Flexible New Deal appointment.
Repeat JR&FND EoP Ltr:	You have been issued a letter to invite you to a repeat jobseeker review and Flexible New Deal end of provision interview.
Repeat JR&FND EoP Ltr (Welsh):	You have been issued a letter in Welsh to invite you to a repeat jobseeker review and Flexible New Deal end of provision interview.
Repeat JR&fND Pre-pro (Wlsh):	You have been issued a letter in Welsh to invite you to a repeat jobseeker review and Flexible New Deal pre-provision interview.
Repeat JR&fND Pre-provn Ltr:	You have been issued a letter to invite you to a repeat jobseeker review and Flexible New Deal pre-provision interview.
Repeat ND 25 Info Sess Letter:	An invitation letter issued to you when a New Deal for 25 Plus group information session interview has been rearranged.
Repeat ND 25 Warning Letter:	An invitation letter issued to you when you have been invited to an initial New Deal 25 Plus interview with a New Deal adviser and you have failed to attend the first two appointments or more.
Repeat New Deal 25 Invit Let:	An invitation letter issued to you when a New Deal for 25 Plus interview has been re-arranged.

Repeat New Deal Info Sess Let:	An invitation letter issued to you when a New Deal for 18 to 24 year olds group information session interview has been re-arranged.
Repeat New Deal Invit Letter:	An invitation letter issued to you when a New Deal for 18 to 24 year olds interview has been re-arranged.
Repeat New Deal Warning Letter:	An invitation letter issued to you when you have been invited to an initial New Deal 18 to 24 interview with a New Deal adviser and you have failed to attend the first two appointments or more.
Repeat NINo EOI Letter:	An invitation letter issued to you when a National Insurance number EOI interview has been re-arranged.
Repeat NINo EOI – Benefits:	You were invited to a repeat evidence of identity interview in support of your application for a National Insurance number whilst claiming benefits.
Repeat NINo EOI – Employment:	You were invited to a repeat evidence of identity interview in support of your application for a National Insurance number.
Repeat NINo EOI – Rework:	You were invited to a repeat evidence of identity interview in support of your reworked application for a National Insurance number.
Repeat NINo EOI – Tax Credits:	You were invited to a repeat evidence of identity interview in support of your application for a National Insurance number whilst claiming tax credits.
Repeat NJI Appointment Letter:	An appointment letter for a re-arranged new jobseeker interview.
Repeat No Invitation Letter:	A re-arranged advisory interview where no invitation letter was issued to you.
Repeat No JSAg Invit Letter:	You have been issued a letter to invite you to a repeat Jobseeker’s Agreement interview.
Repeat O&C Session Letter:	You have been issued a letter inviting you to an options and choices session.
Repeat O&C Session Ltr (Wlsh):	You have been issued a letter in Welsh inviting you to an options and choices session.
Repeat WFIP Contact Made:	We were able to contact you whilst you were participating in work-focused interviews for partners.
Repeat WFIP No Contact Made:	We were unable to contact you whilst you were participating in work-focused interviews for partners.

Repeat WPSLP Confirm Letter:	An invitation letter issued to you when you have requested a Work Programme support for lone parents (WPSLP) interview, but failed to attend the first appointment or more.
Repeat WPSLP Invitation Letter:	You have been issued a letter to invite you to a repeat lone parent interview.
Repeat WPSLP Invitation Ltr (Wlsh):	You have been issued a letter in Welsh to invite you to a repeat lone parent interview.
Residence document or card:	You provided a residence document or card as evidence of your identity to support your application for a National Insurance number.
Response received from NIFU:	A response has been received from the National Insurance Fraud Unit regarding your National Insurance application.
Restricted Avail:	A doubt raised about your entitlement to Jobseeker's Allowance because you placed restrictions on the nature or conditions of employment you were prepared to accept.
Rework recommended:	Rework of your case details has been recommended.
Rework required:	Rework of your case details is required.
Schedule D Tax form:	You have provided or been asked to provide a schedule D tax form as evidence of your identity.
Second '13 Week' letter sent:	You have been issued a letter inviting you to your second 13 week interview.
Second Letter:	You have been issued a second letter inviting you to an interview.
Second Mand Att Restart Letter:	You have been issued a letter inviting you to your second mandatory attendance restart interview.
Second One-off Letter:	You have been issued a second letter inviting you to a one off interview.
Services contract:	You have provided or been asked to provide a services contract as proof of identity.
SHC: Action Plan not updated:	As part of your skills health check we did not need to update your action plan as agreed with you at your interview.
SHC: Action Plan updated:	As part of your skills health check we updated your action plan as agreed with you at your interview.

Signed off – direct result CA ac:	An indicator to show you stopped claiming as a result of advice or activity which took place with a Jobcentre Plus adviser.
Signed off – ref to fraud:	An indicator to show you stopped claiming after an interview with a Jobcentre Plus fraud investigator.
Signed off – Started Bus Start Up:	An indicator to show you stopped claiming because you started a business start-up initiative.
Signed off – Started Work:	An indicator to show you stopped claiming because you started work.
Signed off before interview:	An indicator to show you stopped claiming before attending a restart interview with a Jobcentre Plus adviser.
Signposted to Enterprise Clubs:	You have been signposted to an enterprise club option.
Signposted to Work Clubs:	You have been signposted to a Work Club option.
Signposted to Work Together:	You have been signposted to a Work Together option.
SOC Search – No Suitable Vacs:	During a job search review (usually fortnightly) or an advisory interview, the officer performed a search for vacancies/opportunities and no suitable vacancies/opportunities were found.
Start ND Emp Option (private):	You have started a New Deal Employment option vacancy with an employer in the private sector.
Start ND Emp Option (public):	You have started a New Deal Employment Option vacancy with an employer in the public sector.
Started ND50+:	You were recorded as starting the New Deal 50+ regime.
Stock transfer form:	You have provided or been asked to provide a stock transfer form as evidence of your identity.
Student ID card:	You have provided or been asked to provide a valid Student ID card as evidence of your identity.
Student Loan Notification:	You have provided or been asked to provide a valid student loan notification as evidence of your identity.
Sub to New Deal ETF (Emp Stat):	You have been submitted to a New Deal Environmental Task Force employer.
Sub to New Deal VSO (Emp Stat):	You have been submitted to a New Deal voluntary sector option.

Submitted to Job (LTC):	You have been submitted to a vacancy and have been claiming JSA and/or National Insurance credits for over 6 months.
Submitted to Job (non LTC):	You have been submitted to a vacancy and have not been claiming JSA and/or National Insurance credits for over 6 months.
Talk to Contacts/Friends:	During a job search review, (usually fortnightly) or an advisory interview you stated that you have talked to contacts/friends as part of your job search activities.
TD Stoppage Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you were involved in a stoppage of work in connection with a trade dispute.
TD Stoppage Referral:	A referral to a decision maker because you were involved in a stoppage of work in connection with a trade dispute.
TD Withdraw Labour Doubt:	A doubt raised about your entitlement to Jobseeker's Allowance because you have withdrawn your labour in connection with a trade dispute.
TD Withdraw Labour Referral:	A referral to a decision maker because you have withdrawn your labour in connection with a trade dispute.
Two or more passports:	You have provided or been asked to provide two or more passports as evidence of your identity.
Unable to Comp – Mand Action:	During an interview with us we were unable to complete a mandatory activity such as a referral to one of our training providers.
Valid ID card:	You have provided or been asked to provide a valid ID card as evidence of your identity.
Valid Passport:	You have provided or been asked to provide a valid Passport as evidence of your identity.
Weekly Jobseeker Review:	You attended or were booked a weekly jobseeker review.
WFI (Partner) – 6 month FTA Dbt:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not attend a 6 month interview with a Jobcentre Plus adviser.
WFI (Partner) – 6 month FTA Ref:	A referral to a decision maker because your partner did not attend a 6 month interview with a Jobcentre Plus adviser.

WFI (Partner) – 6 month FTP Dbt:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not participate in a 6 month interview with a Jobcentre Plus adviser.
WFI (Partner) – 6 month FTP Ref:	A referral to a decision maker because your partner did not participate in a 6 month interview with a Jobcentre Plus adviser.
WFI (Partner) – Initial FTA Dbt:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not attend an initial interview with a Jobcentre Plus adviser.
WFI (Partner) – Initial FTA Ref:	A referral to a decision maker because your partner did not attend an initial interview with a Jobcentre Plus adviser.
WFI (Partner) – Initial FTP Dbt:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not participate in an initial interview with a Jobcentre Plus adviser.
WFI (Partner) – Initial FTP Ref:	A referral to a decision maker because your partner did not participate in an initial interview with a Jobcentre Plus adviser.
WFIP Contact Made	We were able to contact you whilst you were participating in work-focused interviews for partners.
WFIP No Contact Made	We could not contact you whilst you were participating in work-focused interviews for partners.
Failed to Participate:	You failed to participate in either the work-focused interviews for partners or ESA process.
Workwise:	You have been referred to Workwise voluntarily.
WPSLP Caseload:	You have agreed to join Work Programme support for lone parents (WPSLP) following your initial interview with a WPSLP adviser.
WPSLP Childcare Info:	This is recorded the first time you receive Work Programme support for lone parents (WPSLP) childcare funding.
WPSLP Completed:	You are in work, no longer claiming Income Support and do not need further support from your WPSLP adviser.
WPSLP Confirmation Letter:	An invitation letter issued to you when you have requested a WPSLP interview (not currently available from LMS).
WPSLP Declined:	You do not wish to join WPSLP following your initial interview.

WPSLP Existing P/T Worker:	You are in part time employment and participating in the Work Programme support for lone parents regime.
WPSLP Fail to Attend Letter:	An invitation letter issued to you when you have requested a WPSLP interview but failed to attend the appointment. (Currently not available from LMS).
WPSLP In-Work – Off IS:	You have started work, your entitlement to Income Support ceases and you are still receiving support from your personal adviser.
WPSLP In-Work – On IS:	You have started work, continue to receive some Income Support and you are still receiving support from your personal adviser.
WPSLP Ineligible:	You are ineligible for WPSLP – this may occur at any time on the programme.
WPSLP Invitation Letter:	You have been issued a letter to invite you to an interview with a lone parent adviser.
WPSLP Invitation Letter (Welsh):	You have been issued a letter in Welsh to invite you to an interview with a lone parent adviser.
WPSLP Job Start: Non Caseload:	You are participating in the Work Programme support for lone parents regime and job start information has been recorded on your customer record.
WPSLP Job Start: Other Caseload:	You are participating in the Work Programme support for lone parents regime and job start information has been recorded on your customer record.
WPSLP Not Required:	This removes any reference to WPSLP on your LMS customer record.
WPSLP Other Educ/Training Start:	You are participating in the Work Programme support for lone parents regime and training commencement information has been recorded on your customer record.
WPSLP Withdrawn:	You decided to leave WPSLP after you have previously joined an adviser caseload. You have not obtained employment and are still entitled to Income Support.

WPSLP WFI (6 Month) – FTA Dbt:	A doubt raised about your entitlement to benefits because you failed to attend a 6 month lone parents work-focused interview.
WPSLP WFI (6 Month) – FTA Ref:	A referral to a decision maker because you failed to attend a 6 month lone parents work-focused interview.
WPSLP WFI (6 Month) – FTP Dbt:	A doubt raised about your entitlement to benefits because you failed to participate in a 6 month lone parents work-focused interview.
WPSLP WFI (6 Month) – FTP Ref:	A referral to a decision maker because you failed to participate in a 6 month lone parents work-focused interview.
WPSLP WFI (Annual) – FTA Dbt:	A doubt raised about your entitlement to benefits because you failed to attend an annual lone parents work-focused interview.
WPSLP WFI (Annual) – FTA Ref:	A referral to a decision maker because you failed to attend an annual lone parents work-focused interview.
WPSLP WFI (Annual) – FTP Dbt:	A doubt raised about your entitlement to benefits because you failed to participate in an annual lone parents work-focused interview.
WPSLP WFI (Annual) – FTP Ref:	A referral to a decision maker because you failed to participate in an annual lone parents work-focused interview.
WPSLP WFI (Initial) – FTA Dbt:	A doubt raised about your entitlement to claim because you failed to attend your initial work-focused interview for lone parents.
WPSLP WFI (Initial) – FTP Dbt:	A doubt raised about your entitlement to claim because you failed to take part in your initial work-focused interview for lone parents.
WPSLP WFI (Initial) -FTA Ref:	A referral to a decision maker because you failed to attend your initial work-focused interview for lone parents.
WPSLP WFI (Initial) -FTP Ref:	A referral to a decision maker because you failed to take part in your initial work-focused interview for lone parents.

WPSLP WFI (Quarterly) – FTA Dbt:	A doubt raised about your entitlement to benefits because you failed to attend a quarterly lone parents work-focused interview.
WPSLP WFI (Quarterly) – FTA Ref:	A referral to a decision maker because you failed to attend a quarterly lone parents work-focused interview.
WPSLP WFI (Quarterly) – FTP Dbt:	A doubt raised about your entitlement to benefits because you failed to participate in a quarterly lone parents work-focused interview.
WPSLP WFI (Quarterly) – FTP Ref:	A referral to a decision maker because you failed to participate in a quarterly lone parents work-focused interview.
WPSLP WFI Def FY Qtly WFI FTA Dbt:	A doubt raised about your entitlement to benefits because you failed to attend a deferred Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Def FY Qtly WFI FTA Ref:	A referral to a decision maker because you failed to attend a deferred Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Def FY Qtly WFI FTP Dbt:	A doubt raised about your entitlement to benefits because you failed to participate in a deferred Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Def FY Qtly WFI FTP Ref:	A referral to a decision maker because you failed to participate in a deferred Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Fnl Yr Qtly WFI FTA Dbt:	A doubt raised about your entitlement to benefits because you failed to attend a Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Fnl Yr Qtly WFI FTA Ref:	A referral to a decision maker because you failed to attend a Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Fnl Yr Qtly WFI FTP Dbt:	A doubt raised about your entitlement to benefits because you failed to participate in a Lone Parent Final Year quarterly work-focused interview.
WPSLP WFI Fnl Yr Qtly WFI FTP Ref:	A referral to a decision maker because you failed to participate in a Lone Parent Final Year quarterly work-focused interview.

Appendix 2 – customer Jobcentre Plus (JP) information

This section contains details of JP statuses, JP actions and JP destinations.

JP actions

A JP action may be recorded to show your initial method of contact with JP. This action will be one of the following:

- JP Contact – Phone
- JP Contact – Letter
- JP Contact – Form
- JP Contact – Visit
- JP Contact – Electronic
- JP Contact – Third Party

JP interviews (for example first personal adviser meeting, review meeting) may be deferred for a number of reasons. If a meeting is deferred, one of the following actions will be recorded:

- Deferred – Bereavement
- Deferred – Illness
- Deferred – Caring Responsibilities
- Deferred – Parental Leave
- Deferred – Other
- Deferred – Statutory Sick Pay
- Deferred – Complications of Pregnancy
- Deferred – Deterioration in Condition
- Deferred – Hospital Treatment
- Deferred – Temporary Absence from GB
- Deferred – Work-Related Activity

If a customer is not on an officer's caseload, an action is recorded to indicate why they have not become part of a caseload. This action is one of the following:

- Does Not Wish To Participate
- By Agreement

JP statuses

Your JP status will be recorded as one of the following.

Status	Description
N/A	Not applicable.
None Selected	No JP status selected.
Client Contact	You have been contacted about starting JP but it has not been possible to carry out start up immediately.
First Contact	Your participation in the JP process has started.
WFI Deferred	Your JP first personal adviser meeting has been deferred, by mutual agreement.
JP first personal adviser meeting not appropriate	At your JP first personal adviser meeting, it has been decided by mutual agreement, that participation in the JP First personal adviser is not appropriate for you.
WFI	Your JP first personal adviser meeting has been booked for you.
New JP Contact	This records a new claim to JP benefits (not alterations to an existing claim) when you have made a previous claim to JP benefits.
Caseload	After a JP interview, you have been placed in a personal adviser 's caseload.
Non Caseload	After a JP interview, by mutual agreement, you have not been placed in a personal adviser 's caseload (non-JSA customers only).
In-Work	You have left JP because you are in work but you are receiving further support.
Exit	You have left JP and are no longer receiving any JP benefits and/or have started work of 16 hours or more a week.
Not Required	The JP marker has been removed from your customer details because it has been raised in error.
JP Review Meeting	Your JP review meeting has been booked for you.
JP Review Meeting Deferred	Your JP review meeting has been deferred, by mutual agreement.

JP Review Meeting Waived	Your JP review meeting has been waived if you recently attended a meeting.
JP Review Meeting Not Appropriate	At a JP review meeting, it has been decided by mutual agreement, that participation in the JP is not appropriate for you.
JP trigger meeting*	A JP trigger meeting has been booked for you (non-JSA customers only).
JP trigger meeting Deferred*	Your JP trigger meeting has been deferred, by mutual agreement (non-JSA customers only).
JP trigger meeting Waived*	Your JP trigger meeting has been waived if you have recently attended a meeting and it would not be reasonable to expect you to attend another meeting.
JP trigger meeting Not Appropriate*	At a JP trigger meeting, it has been decided by mutual agreement, that participation in JP is not appropriate for you (non-JSA customers only).
WFI Waived	Your first personal adviser meeting has been waived if you have recently attended a meeting.
16/17 Year Old	A JP meeting has been booked for 16/17 year old.
WFI Booked	Your WFI meeting has been booked.
Trigger Meeting Booked	Your trigger meeting has been booked.
Annual Trigger Resumed	Your annual trigger meeting has been resumed.
1st WFI Rescheduled	Reschedule your first JP WFI meeting.
JP First Personal Adviser Meeting Deferred	Your JP first personal adviser meeting has been deferred by mutual agreement.
JP First Personal Adviser Meeting	Your JP first personal adviser meeting has been booked for you.
JP First Personal Adviser Meeting Waived	Your JP first personal adviser meeting has been waived if you recently attended a meeting.
Three Year Trigger Not Required	Your JP three year trigger meeting is not required.

* A trigger meeting is a meeting that is triggered by one of seven key changes (for example the end of a period of training).

JP destinations

When you leave JP a destination will be recorded – this will describe the reason why your participation in JP ended or why your entitlement to JP benefits ceased. This destination will be one of the following.

Destination	Description
Abroad – Holiday or Working	You have gone abroad – for a holiday or to obtain work and your entitlement has ceased.
Benefit Ceased – Child Maint	You are receiving child maintenance payments that exceed the benefit entitlement threshold.
Benefit Ceased – Partner Working	Your entitlement to benefit has ceased because your partner has started work for an average of 16 hours or more a week.
C of Circs – Entitlement Ceased	Your entitlement has ceased because of a change in circumstances.
Claimed Maternity Benefit	You have ceased to claim JP benefits to claim maternity benefit.
Customer Deceased	The customer participating in the JP process has died.
CMS	The JP status was set to 'WFI Waived' via the customer management system interface.
Clf Ends Claim – No Reason	You ended your benefits claim without giving a reason.
CS – Claim Not Made – 16/17 yr old	You attended the careers services and decided not to make any claim to JP benefits (16/17 yr old only, except those claiming JSA or bridging allowance).
Destination Unknown	Your destination after leaving the JP process is not known.
FTA 1st WFI – Claim Not Made	No claim was made because you failed to attend your first JP meeting with your personal adviser and did not make a claim to JP benefits.
Hand Off to New Deal 18 to 24	You have left the JP process to participate in New Deal 18 to 24.
Hand Off to New Deal 25 Plus	You have left the JP process to participate in New Deal 25 Plus.
Hand Off to New Deal 50plus	You have left the JP process to participate in New Deal 50 Plus.

Into Education/Training	You are on an education or training course.
In Prison/Custody/On Trial	You are in prison or custody or on trial.
Into Work	You are employed.
Left JP Process Area	You have transferred to an office not participating in the JP process.
Never Eligible	You entered the JP process but it was subsequently found that you were never eligible to participate.
PA – Claim Not Made	No claim was made as a result of your first JP meeting with your personal adviser or at a JP review meeting; you decided not to proceed with any claim to JP benefits.
PA Decision – Claim Not Made	You failed to attend or participate in your JP meeting after three appointments and so have no valid claim and have exited from the JP process.
Retired	You have reached retirement age.
First Contact – Claim Not Made	You decided not to continue to make any claim to benefit through JP at first contact.
First Cont – Diversion to Work	Participation in the JP process ended at first contact because the start-up adviser successfully placed you in work.
Unavailable – Jury/Witness	You are taking part in a trial, as a witness or jury member.
Into Work with IWB's	You are employed and in receipt of in-work benefits
Max Savings Allowance Exceeded	Your savings allowance exceeds the benefit entitlement threshold.
16/17 Learning Gateway	You left to participate in a 16/17 year old learning gateway.
FTS – Claim Closed	You failed to sign and your claim have been closed.
FTA Int – Claim Closed	You failed to attend an interview and your claim has been closed.
Change of Customer Type	Your entitlement has ceased because of a change to your customer type.

Unsuccessful Callback	Your entitlement has ceased because we were unable to contact you.
FA – Claim Not Made	You decided not to continue to make any claim to benefit through JP at a meeting with a financial assessor.
Mandatory WFI Not Applicable	You are no longer required to attend mandatory work-focused interviews.
Incorrect Regime	You were incorrectly recorded as being on the JP regime.
Referred to PL Pathways	You no longer have to participate in the JP process as you have been referred to provider-led pathways.

Appendix 3 – customer referrals/decisions

Question in doubt – The actual question in doubt which requires a decision.

Question	Description
ASE:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not have taken sufficient or appropriate steps to find work.
ASE (SAN):	A doubt raised about your entitlement to Jobseeker's Allowance because you may not have taken sufficient or appropriate steps to find work.
Avail – Absence:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work because of your absence from home.
Avail – Absence (SAN):	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work because of your absence from home.
Avail – Study 16 or Less:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available because of your study.
Avail – Study 16 or Less (SAN):	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available because of your study.
Avail – Time Limits:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work within the time limits required.
Avail – Time Limits (SAN):	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work within the time limits required.
Avail:	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work.
Avail (SAN):	A doubt raised about your entitlement to Jobseeker's Allowance because you may not be available for work.
Discharge HMF:	A doubt raised about your entitlement to Jobseeker's Allowance because you were discharged from HM Forces.

ESA Failed to Undertake WRA	A doubt raised because you failed to undertake work-related activity whilst claiming Employment Support Allowance.
ESA New Joiner WFI – FTA:	A doubt raised because you failed to attend your initial work-focused interview for Employment Support Allowance.
ESA New Joiner WFI – FTP:	A doubt raised because you may have failed to participate in your initial work-focused interview for Employment Support Allowance.
ESA work-focused interview – FTA:	A doubt raised because you failed to attend your work-focused interview for Employment Support Allowance.
ESA work-focused interview – FTP:	A doubt raised because you may have failed to participate in your work-focused interview for Employment Support Allowance.
ESA JPPTW trigger meeting – FTA:	A doubt raised because you failed to attend your trigger Jobcentre Plus process Pathways to Work work-focused interview for Employment and Support Allowance.
ESA JPPTW trigger meeting – FTP:	A doubt raised because you may have failed to participate in your trigger Jobcentre Plus process Pathways to Work work-focused interview for Employment and Support Allowance.
ESA PLPtW Initial WFI – FTA:	A doubt raised because you failed to attend your Initial provider-led Pathways to Work work-focused interview for Employment and Support Allowance.
ESA PLPtW Initial WFI – FTP:	A doubt raised because you may have failed to participate in your initial provider-led Pathways to Work work-focused interview for Employment and Support Allowance.
Failed to Accept Emp Prog:	A doubt raised about your entitlement to Jobseeker's Allowance because you failed to accept an employment programme place.
Failed to Accept Trg:	A doubt raised about your entitlement to Jobseeker's Allowance because you failed to accept a training place.
Failed to Attend MWA	A doubt raised about your entitlement to Jobseeker's Allowance because you failed to attend a Mandatory Work Activity programme.
Failed to Attend WE	A doubt raised about your entitlement to Jobseeker's Allowance because you failed to attend a work experience programme.
FTA Adviser Interview:	A doubt raised about your entitlement to Jobseeker's Allowance because you did not come to an interview with a Jobcentre Plus adviser.

FTA Emp Prog:	A doubt raised about your entitlement to Jobseeker's Allowance because you failed to attend an employment programme.
FTA (Local)	A local referral to a decision maker because you failed to attend an interview or provision.
FTA fND Emp Prog:	A doubt raised about your entitlement to benefit because you failed to attend a Flexible New Deal employment programme.
FTA PL Adviser Interview:	A doubt raised about your entitlement to benefit because you failed to attend your interview with a provider-led adviser.
FTA Trg:	A doubt raised about your entitlement to Jobseeker's Allowance because you failed to attend a training place.
FTP community work placements:	A doubt raised because you failed to participate in the community work placements scheme.
FTP New Enterprise Allowance:	A doubt raised because you failed to participate in the New Enterprise Allowance and the Employment, Skills and Enterprise scheme.
FTP sector-based work academies:	A doubt raised because you failed to participate in the sector-based work academies scheme.
FTP Signed Declaration:	A doubt raised about your entitlement to Jobseeker's Allowance because you did not make a signed declaration.
FTP skills conditionality:	A doubt raised because you failed to participate in the skills conditionality scheme.
FTP supervised jobsearch:	A doubt raised because you failed to participate in the supervised jobsearch scheme.
Give Up – Emp Prog:	A doubt raised because you gave up your place on an employment programme.
Give Up fND Emp Prog:	A doubt raised because you gave up your place on a Flexible New Deal employment programme.
Give Up – Trg:	A doubt raised about your entitlement to Jobseeker's Allowance because you gave up your place on a training scheme.
Given up a place on MWA	A doubt raised about your entitlement to Jobseeker's Allowance because you gave up your place on a Mandatory Work Activity scheme.
Given up a place on WE	A doubt raised about your entitlement to Jobseeker's Allowance because you gave up your place on a Work Experience scheme.

Initial WFIP – FTA:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not attend an Initial interview with a Jobcentre Plus adviser.
Initial WFIP – FTP:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not participate in an Initial interview with a Jobcentre Plus adviser.
IS Failed to Undertake WRA:	A doubt raised about your entitlement to Income Support because you failed to undertake work-related activity.
JP (3 year/trigger WFI) FTA:	A doubt raised because you failed to attend your JP 3 year trigger work-focused interview appointment.
JP (3 year/trigger WFI) FTP:	A doubt raised because you failed to participate in your JP 3 year trigger work-focused interview.
JP Careers Service – FTA:	A doubt raised because you failed to attend your JP careers service appointment.
JP Deferred Careers Service – FTA:	A doubt raised because you failed to attend your deferred JP careers service appointment.
JP Deferred First WFI – FTA:	A doubt raised because you failed to attend your deferred JP first work-focused interview appointment.
JP Deferred First WFI – FTP:	A doubt raised because you failed to participate in your deferred JP first work-focused interview appointment.
JP Deferred Review Meeting – FTA:	A doubt raised because you failed to attend your deferred JP review meeting.
JP Deferred trigger meeting – FTA:	A doubt raised because you failed to attend your deferred JP trigger meeting.
JP Deferred trigger meeting – FTP:	A doubt raised because you may have failed to participate in your deferred JP trigger meeting.
JP Deferred WFI Initial – FTA:	A doubt raised because you failed to attend your deferred JP work-focused interview.
JP Deferred WFI Initial – FTP:	A doubt raised because you may have failed to take part in your deferred JP work-focused interview.
JP First WFI – FTA:	A doubt raised because you failed to attend your JP First work-focused interview.
JP First WFI – FTP:	A doubt raised because you failed to participate in your JP first review meeting.
JP LP Mand Age 1-3 yrs – FTA	A doubt raised because you failed to attend your JP lone parent mandatory interview for lone parents with a child aged 1-3 years.

JP LP Mand Age 1-3 yrs – FTP	A doubt raised because you failed to participate in your JP lone parent mandatory interview for lone parents with a child aged 1-3 years.
JP LP Mand Age 4 yrs – FTA	A doubt raised because you failed to attend your JP lone parent mandatory interview for lone parents with a child aged 4 years.
JP LP Mand Age 4 yrs – FTP	A doubt raised because you failed to attend your JP lone parent mandatory interview for lone parents with a child aged 4 years.
JP Review Meeting – FTA:	A doubt raised because you failed to attend your JP review meeting.
JP trigger meeting – FTA:	A doubt raised because you failed to attend your JP trigger meeting.
JP trigger meeting – FTP:	A doubt raised because you may have failed to participate in your JP trigger meeting.
JP WFI – FTA:	You failed to attend your JP work-focused interview.
JP WFI – FTP:	You failed to take part in your JP work-focused interview.
JP WFI IBPA – FTA:	You failed to attend your JP work-focused interview with an Incapacity Benefit personal adviser.
JP WFI IBPA – FTP:	You failed to take part in your JP work-focused interview with an Incapacity Benefit personal adviser.
JP WPSLP 6 Month 1st – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a 6 month first trigger meeting.
JP WPSLP 6 Month 1st – FTA Ref:	A referral to a decision maker because you failed to attend a 6 month first trigger meeting.
JP WPSLP 6 Month 1st – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a 6 month first trigger meeting.
JP WPSLP 6 Month 1st – FTP Ref:	A referral to a decision maker because you failed to participate in a 6 month first trigger meeting.
JP WPSLP 6 month second – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a 6 month second trigger meeting.
JP WPSLP 6 month second – FTA Ref:	A referral to a decision maker because you failed to attend a 6 month second trigger meeting.

JP WPSLP 6 month second – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a 6 month second trigger meeting.
JP WPSLP 6 month second – FTP Ref	A referral to a decision maker because you failed to participate in a 6 month second trigger meeting.
JP WPSLP Defd 6 Month 1st – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a deferred 6 month first trigger meeting.
JP WPSLP Defd 6 Month 1st – FTA Ref:	A referral to a decision maker because you failed to attend a deferred 6 month first trigger meeting.
JP WPSLP Defd 6 Month 1st – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a deferred 6 month first trigger meeting.
JP WPSLP Defd 6 Month 1st – FTP Ref:	A referral to a decision maker because you failed to participate in a deferred 6 month first trigger meeting.
JP WPSLP Defd 6 month second – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a deferred 6 month second trigger meeting.
JP WPSLP Defd 6 month second – FTA Ref:	A referral to a decision maker because you failed to attend a deferred 6 month second trigger meeting.
JP WPSLP Defd 6 month second – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a deferred 6 month second trigger meeting.
JP WPSLP Defd 6 month second – FTP Ref:	A referral to a decision maker because you failed to participate in a deferred 6 month second trigger meeting.
JP WPSLP Defd FY quarterly – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a deferred final year quarterly meeting.

JP WPSLP Defd FY quarterly – FTA Ref:	A referral to a decision maker because you failed to attend a deferred final year quarterly meeting.
JP WPSLP Defd FY quarterly – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a deferred final year quarterly meeting.
JP WPSLP Defd FY quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a deferred final year quarterly meeting.
JP WPSLP Defd quarterly – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a deferred quarterly meeting.
JP WPSLP Defd quarterly – FTA Ref:	A referral to a decision maker because you failed to attend a deferred quarterly meeting.
JP WPSLP Defd quarterly – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a deferred quarterly meeting.
JP WPSLP Defd quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a deferred quarterly meeting.
JP WPSLP Deferred Final Year Qtly WFI – FTA:	You failed to attend a deferred final year quarterly meeting.
JP WPSLP Deferred Final Year Qtly WFI – FTP:	You failed to participate in a deferred final year quarterly meeting.
JP WPSLP Final Year quarterly WFI – FTA:	You failed to attend a final year quarterly meeting.
JP WPSLP Final Year quarterly WFI – FTP:	You failed to participate in a final year quarterly meeting.
JP WPSLP quarterly – FTA Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to attend a quarterly meeting.

JP WPSLP quarterly – FTA Ref:	A referral to a decision maker because you failed to attend a quarterly meeting.
JP WPSLP quarterly – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a quarterly meeting.
JP WPSLP quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a quarterly meeting.
JP WPSLP FY quarterly – FTA Ref:	A referral to a decision maker because you failed to attend a final year quarterly meeting.
JP WPSLP FY quarterly – FTP Dbt:	A doubt raised about your entitlement to JP WPSLP benefits because you failed to participate in a final year quarterly meeting.
JP WPSLP FY quarterly – FTP Ref:	A referral to a decision maker because you failed to participate in a final year quarterly meeting.
JPPtW IB PL Repeat WFI – FTA:	You failed to attend your JPPtW repeat work-focused interview with an Incapacity Benefit adviser.
JPPtW IB PL Repeat WFI – FTP:	You failed to take part in your JPPtW repeat work-focused interview with an Incapacity Benefit adviser.
JPPtW IB PL trigger meeting – FTA:	You failed to attend your JPPtW trigger meeting with an Incapacity Benefit adviser.
JPPtW IB PL trigger meeting – FTP:	You failed to take part in your JPPtW trigger meeting with an Incapacity Benefit adviser.
JPPtW Initial WFI IBPA – FTA:	You failed to attend your JPPtW initial work-focused interview with an Incapacity Benefit personal adviser.
JPPtW Initial WFI IBPA – FTP:	You failed to take part in your JPPtW initial work-focused interview with an Incapacity Benefit personal adviser.
JSAg – Dispute New Claims:	A doubt raised because the terms of your proposed Jobseeker’s Agreement may not be realistic.
JSAg – Non Comply Directn – termination:	A doubt raised because you failed to comply with the direction given in connection with your Jobseeker's Agreement.
JSAg – Proposed Variation:	A doubt raised because the terms of your proposed Jobseeker’s Agreement may not be realistic.

JSAg – Refuse:	A doubt raised because you have not entered into a Jobseeker’s Agreement.
Lost a place on MWA through Misconduct	A doubt raised because there were circumstances that caused your Mandatory Work Activity to end.
Lost a place on WE through Misconduct	A doubt raised because there were circumstances that caused your work experience scheme to end.
LP WFI First Interview – FTA:	You failed to attend your first work-focused interview for lone parents.
LP WFI First Interview – FTP:	You failed to participate in your first work-focused interview for lone parents.
LP WFI Mand age 1-3 yrs FTA:	You failed to attend your mandatory work-focused interview for lone parents with a child aged 1-3 years.
LP WFI Mand age 1-3 yrs FTP:	You failed to participate in your mandatory work-focused interview for lone parents with a child aged 1-3 years.
LP WFI Mand age 4 yrs FTA:	You failed to attend your mandatory work-focused interview for lone parents with a child aged 4 years.
LP WFI Mand age 4 yrs FTP:	You failed to participate in your mandatory work-focused interview for lone parents with a child aged 4 years.
LP WFI (3 year/trigger WFI) FTA:	You failed to attend your 3 year trigger work-focused interview for lone parents.
LP WFI (3 year/trigger WFI) FTP:	You failed to participate in your 3 year trigger work-focused interview for lone parents.
WPSLP WFI (6 Month) FTA:	You failed to attend your 6 month work-focused interview for lone parents.
WPSLP WFI (6 Month) FTP:	You failed to take part in your 6 month work-focused interview for lone parents.
WPSLP WFI (Annual) – FTA:	You failed to attend your annual work-focused interview for lone parents.
WPSLP WFI (Annual) – FTP:	You failed to take part in your annual work-focused interview for lone parents.
WPSLP WFI (Initial) – FTA:	You failed to attend your initial work-focused interview for lone parents.
WPSLP WFI (Initial) – FTP:	You failed to take part in your initial work-focused interview for lone parents.

WPSLP WFI (Quarterly) – FTA Dbt:	A doubt raised about your entitlement to claim because you failed to attend your quarterly work-focused interview for lone parents.
WPSLP WFI (Quarterly) – FTA Ref:	A referral to a decision maker because you failed to attend your quarterly work-focused interview for lone parents.
WPSLP WFI (Quarterly) – FTP Dbt:	A doubt raised about your entitlement to claim because you failed to take part in your quarterly work-focused interview for lone parents.
WPSLP WFI (Quarterly) – FTP Ref:	A referral to a decision maker because you failed to take part in your quarterly work-focused interview for lone parents.
WPSLP WFI (Final Year quarterly) FTA:	You failed to attend your final year quarterly work-focused interview for lone parents.
WPSLP WFI (Final Year quarterly) FTP:	You failed to take part in your final year quarterly work-focused interview for lone parents.
WPSLP WFI (Deferred – Final Yr Qrtly) FTA:	You failed to attend your deferred final year quarterly work-focused interview for lone parents.
WPSLP WFI (Deferred – Final Yr Qrtly) FTP:	You failed to take part in your deferred final year quarterly work-focused interview for lone parents.
WPSLP WFI (FY quarterly) – FTA Dbt:	A doubt raised about your entitlement to claim because you failed to attend your final year quarterly work-focused interview for lone parents.
WPSLP WFI (FY quarterly) – FTA Ref:	A referral to a decision maker because you failed to attend your final year quarterly work-focused interview for lone parents.
WPSLP WFI (FY quarterly) – FTP Dbt:	A doubt raised about your entitlement to claim because you failed to take part in your final year quarterly work-focused interview for lone parents.
WPSLP WFI (FY quarterly) FTP Ref:	A referral to a decision maker because you failed to take part in your final year quarterly work-focused interview for lone parents.
LV – Emp:	A doubt raised because you left your job voluntarily.
Misc – Emp Prog:	A doubt raised because you lost your place on an employment programme because of your misconduct.

Misc – Emp:	A doubt raised because you lost your job because of your misconduct.
Misc – Trg:	A doubt raised because there were circumstances which caused your training to end.
Misc fND Emp Prog:	A doubt raised because you lost your place on a Flexible New Deal employment programme because of your misconduct.
Neg to Avail – Emp Prog:	A doubt raised because you did not make yourself available for a place on an employment programme.
Neg to Avail – Emp fND:	A doubt raised because you did not make yourself available for a Flexible New Deal employment opportunity.
Neg to Avail – Emp:	A doubt raised because you did not make yourself available for an employment opportunity.
Neg to Avail – Trg:	A doubt raised because you did not make yourself available for a training place.
Neg to Avail fND Emp Prog:	A doubt raised because you did not make yourself available for a place on a Flexible New Deal employment programme.
NINo EOI – FTA:	You failed to attend your National Insurance number evidence of identity meeting.
Not Avail – Restrict Nature:	A doubt raised because you have placed restrictions on the type or conditions of employment you are prepared to accept.
Not Avail – Restrict Nature (SAN):	A doubt raised because you have placed restrictions on the type or conditions of employment you are prepared to accept.
Not Avail – Restricted Hours:	A doubt raised because you have placed restrictions on the hours of work you are prepared to accept.
Not Avail – Restricted Hours (SAN):	A doubt raised because you have placed restrictions on the hours of work you are prepared to accept.
Not Reg Avail – Prisoner:	A doubt raised because you may not be regarded as available for work because you are on temporary release from prison.
Not Reg Avail – Women MA:	A doubt raised because you may not be regarded as available for work because you are in receipt of maternity allowance or maternity pay.

RE:	A doubt raised because you refused to take up a job opportunity.
RE CWP:	A doubt raised because you refused to take up a job opportunity whilst participating in community work placements.
RE supervised jobsearch:	A doubt raised because you refused to take up a job opportunity whilst participating in supervised jobsearch.
RE WPP:	A doubt raised because you refused to take up a job opportunity whilst participating in the Work Programme.
Refuse Emp Prog:	A doubt raised because you refused a place on an employment programme.
RE fND:	A doubt raised because you refused to take up a Flexible New Deal job opportunity.
Refuse/Fail BtWS Direction:	A doubt raised because you refused or failed to carry out a Back to Work Session Direction.
Refuse/Fail fND Emp Prog:	A doubt raised because you refused or failed to accept a Flexible New Deal employment programme place.
Refuse Trg:	A doubt raised because you refused a place on a training scheme.
Refuse/Fail Jobseeker Directn:	A doubt raised because you refused or failed to carry out a jobseeker's direction.
Refuse/Fail Jobseeker Directn (UJ):	A doubt raised because you refused or failed to carry out a jobseeker's direction relating to Universal Jobmatch.
Study More 16:	A doubt raised because you may not be regarded as available for work because you are a full-time student.
TD – Stoppage:	A doubt raised because you were involved in a stoppage of work.
TD – W/D Labour:	A doubt raised because you have withdrawn your labour in connection with a trade dispute.
WFIP 6 monthly – FTA:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not attend a 6 month interview with a Jobcentre Plus adviser.
WFIP 6 monthly – FTP:	A doubt raised about your entitlement to Jobseeker's Allowance because your partner did not participate in a 6 month interview with a Jobcentre Plus adviser.

WP Failed to Undertake WRA:	A doubt raised because you failed to undertake work-related activity whilst participating in the Work Programme scheme.
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Appendix 4 – work-focused interviews for partners (WFIP)

WFIP status

This shows the current stage in the WFIP process

Status	Description
None/Claimant record	No status set
Identified for WFIP	You have been identified for participation in the WFIP process
WFIP Booked	Your first WFIP meeting has been booked
WFIP Deferred	Your first WFIP meeting has been deferred by mutual agreement
WFIP Waived	Your first WFIP meeting has been waived
WFIP Attended	You have attended a WFIP meeting
Sanction Outstanding	You have a sanction outstanding for failing to attend or participate in the WFIP process
Sanction Applied	A sanction has been applied for your failure to attend or participate in the WFIP process
Exit	You have left the WFIP process
Not Required	Not required. The partnership was set up in error.

WFIP benefits

Indicates the benefit in payment or being claimed and will be one of the following:

- Not applicable
- Jobseeker's Allowance (JSA)
- Income Support
- Incapacity Benefit
- Severe Disablement Allowance
- Employment and Support Allowance (ESA)

WFIP case types of the partner record

The case type will show one of the following values.

Value	Description
Not applicable	Not applicable
Stock	<p>This is all:</p> <ul style="list-style-type: none"> • new and repeat claims that are made on or after 13 October 2003; and are not administered by a Jobcentre Plus office by the time the benefit recipient has been continually entitled for 26 weeks to one of the specified benefits • existing claims made before 13 October 2003 that are now administered by a Jobcentre Plus office on or after 12 April 2004
Flow	<p>These are all new and repeat claims that are:</p> <ul style="list-style-type: none"> • made on or after 13 October 2003; and • which will be administered by a Jobcentre Plus office; • where the customer has been continuously entitled to one of the specified benefits for 26 weeks.

Reason for deferring participation in the WFIP process

Reason	Description
None Selected	Default value if no value has been selected
Bereavement	You have been deferred due to a bereavement
Illness	Deferred due to an illness
Statutory Sick Pay	You have been deferred due to sick pay
Caring Responsibilities	You have been deferred due to caring responsibilities
Parental Leave	You have been deferred due to parental leave
Recently Attended WFIP	You have been deferred as you have recently participated in the WFIP process
Other	Participation has been deferred for a reason other than those listed above
16/17 yr old	You have been deferred as you are 16/17 year old

Reason for waiving participation in the WFIP process

Reason	Description
None Selected	No reason selected
Wholly Retrospective	The WFIP details have been entered to the system retrospectively
Physical Condition	Participation has been waived on account of a physical condition
Mental Health Condition	Participation has been waived on account of a mental health condition
Active caseload or ND	Participation has been waived on account of your being added to a caseload or starting New Deal
Other	Participation has been waived for some reason other than those listed above

WFIP reason for exiting the WFIP process

This is the reason for exiting the WFIP process. Most of the exit reasons are self-explanatory, but others that are less easy to understand have their definitions written alongside them.

The exit reason will be shown as one of the following:

- None selected
- Partner referred to alternative benefit
- Partner refuses Jobcentre Plus support
- Incorrectly identified for WFIP
- Into work
- Customer deceased
- Partner deceased
- Partner claimed maternity benefit
- Partner working over 24 hours
- Partner left Jobcentre Plus area
- Partner in prison/custody/on trial
- Change of circumstances – entitlement ceased
- Customer ends claim – no reason
- WPSP agreed
- Other reason
- Destination unknown
- Change of customer group
- Set up in error

- No child responsibility

Appendix 5 – New Deal (young people and 25 plus) early entry criteria

These are the reasons that you may have gained early access to New Deal for Young People (NDYP) or New Deal 25 Plus.

Number	Early entry reason description
0.	None selected
1.	Disabled person*
2.	Basic skills*
3.	ESOL*
4.	Ex-Regulars in the HM Force*
5.	Ex-offenders*
6.	Lone parent*
7.	Labour market returner*
8.	Large scale redundancies*
9.	Local authority care*
10.	28 day rule
11.	6 month+ stock
12.	Mandatory referral
13.	18 month stock
14.	Ex-carer*
15.	Refugee*
16.	Homeless*
17.	Rough sleeper*
18.	WBLA leavers*
19.	Ex-drug abuse*
20.	Adviser discretion
21.	Miscellaneous 1
22.	Miscellaneous 2

23.	Completed custodial sentence
24.	Immigration status
25.	Homeless people
26.	Affected by drug addiction (including alcohol)
27.	Been in residential care
28.	Ex-HM Armed Forces
29.	Benefit recipient with language problems
30.	Benefit recipient with literacy problems
31.	Benefit recipient with numeracy problems
32.	Lone parent on JSA
33.	Disabled person on JSA
34.	Carer on JSA
35.	Not in education, employment or training
36.	Partners of ex and current HM Forces

(* Indicates early entry criteria valid and in use prior to 26 April 2004)

Appendix 6 – Jobcentre Plus pilot information

Number	Pilot Name
1.	Co-ordinator mentor
2.	Option support
3.	Counsellor mentor
4.	Household support
5.	Peer mentor
6.	Vocational mentor
7.	progress2work
8.	Minority ethnic outreach
9.	1st Ambition
10.	Career Ambition
11.	StepUP
12.	Ambition Retail
13.	Ambition Construction
14.	Gas network op
15.	p2w-LinkUP
16.	Repeat spells
17.	ERA scheme
18.	IB reform NHS choice
19.	IB reform all cases
20.	CMBND p2w/p2w-LinkUP
21.	Work search premium
22.	In-work credit
23.	Working neighbourhoods pilot
24.	Mandatory IAP pilot
25.	Additional childcare
26.	LP QTRLY WFI 12+
27.	VOL PART INT 12+

28.	NVQ/SNVQ 3 Training
29.	JOT
30.	Skills coaching
31.	WSP for WTC partners
32.	JMA pilot
33.	New Deal plus
34.	JSA NC pathfinder
35.	Up front childcare
36.	In-work advisory support
37.	In-work EDF
38.	Flexible New Deal test
39.	BWC
40.	WFSCC
41.	LMM pilot
42.	Treatment status
43.	Carer marker
44.	Vestas
45.	WfYB
46.	Jobcentre Plus led pathways U25
47.	PL into work
48.	RTB-letter on demand
49.	BYB
50.	YP guarantee
51.	Skill conditionality
52.	Wales ESICC
53.	SWW JSA 18-24
54.	SWW JSA 25+
55.	SWW ESA
56.	Glasgow DFP pilot
57.	Community outreach
58.	GMC DPF
59.	GMC DPF cust group

60.	SWW IS LP
61.	JRFND evaluation
62.	JSA LM rev of stage 1
63.	Volunteering
64.	RtC Work Choice
65.	PWPS (TB/CAP)
66.	D1SPLWP defer/exempt
67.	NI credits only trial
68.	Flex FJR trial
69.	My work search
70.	Weekly signing trial
71.	Domestic violence
72.	Speed signing trial
73.	Benefit cap
74.	En conditionality
75.	Remploy support
76.	Work services LIT 1
77.	Wage incentive pilot
78.	WP signing trials
79.	Halls of Broxburn
80.	More frequent signing
81.	Troubled families
82.	ESA/IS NEA outcome
83.	PWPS
84.	UJ pilot marker
85.	Greater Wessex
86.	ESA 18-24 programme pilot
87.	Care leaver
88.	Drop & Go Signing
89.	Online signing
90.	CC national
91.	Migrants access benefit

92.	IAP pilot
93.	Remote signing
94.	Greater Manchester Work Programme leavers
95.	HM Armed Forces
96.	Day 1 conditionality
97.	English language requirements
98.	16-17 NEET pilot
99.	JSA claimant segmentation
100.	Supervised jobsearch pilot
101.	18-21 (Work Skills)
102.	Intensive Activity Period randomised control trial pilots
103.	ESA claimant commitment
104.	More intense support
105.	ESA voluntary early interventions
106.	JSA extended sickness
107.	Personal pathfinder
108.	JSA extended sickness
109.	Working matters
110.	Working capital
111.	EXP working well
112.	Benefit cap customer support
113.	Enhanced support offer
114.	Disablement type
115.	Claimant commitment and health and work conversation
116.	Intensive Activity Period trial c-CBT
117.	Support group/limited capability work-related activity engagement

Appendix 7 – glossary of terms

Abbreviation	Definition
ABS	Appointment booking system
ADF	Adviser Discretionary Fund
AO	Administrative officer (now known as a pay band B grade)
ASE	Actively seeking employment
BoND	Building on New Deal
BTWB	Back to work bonus
CAG	Customer assessment group
CBW	Childcare barriers to work
CCU	Central control unit
CMS	Customer Management System
CPA	Childcare Partner Agency
CRB/SCRO	Criminal Record Bureau/Scottish Criminal Records Office
CRM	Clerical record marker
CTC	Child Tax Credit
DEA	Disability employment adviser
DPA	Data Protection Act
EC	Employer credit
EO	Executive officer (now known as a management pay band C grade)
EOI	Evidence of identity
ESA	Employment and Support Allowance
ESF	European Social Fund
ESOL	English speaker of other language
ETF	Environment Task Force
EU	European Union
EWC	Expected week of confinement
EZ	Employment Zone
FTA	Failed to attend
FND	Flexible New Deal

FTET	Full-time education and training
FTP	Failure to provide/failed to take part in
GBW	Get Britain Working
GMC	Greater Manchester Central
HMF	His Majesty's Forces
HMRC	His Majesty's Revenue and Customs
HP	Humanitarian protection
HUB	A National Insurance number allocation administrative office, the preferred location for an EOI interview, associated with a particular CCU.
IAP	Intensive Activity Period
IB	Incapacity Benefit
ILE	Indefinite leave extended
ILR	Indefinite leave to remain
IS	Income Support
ISCS	Income Support computer system
IT	Information technology
IWAS	In-work advisory support
IWEDF	In-work emergency discretion fund
JP	Jobcentre Plus process
JR&fND	Jobseeker Regime and Flexible New Deal
JSA	Jobseeker's Allowance
JSAg	Jobseeker's Agreement
LMS	Labour Market System
LPWFI	Lone parent work-focused interviews
LSC	Learning and Skills Council
LTC	Long-term claimant
LV	Leave voluntarily
MAB	Migrant access to benefits
MFA	More frequent attendance interviews
MWA	Mandatory Work Activity
N/A	Not applicable

N/K	Not known
NAS	National Apprenticeship Service
NCA	National Insurance number customer adviser
ND50plus	New Deal 50 Plus
NDDP	New Deal for Disabled People
NDfM	New Deal for Musicians
NDYP	New Deal for Young Person
NEA	New Enterprise Allowance
NIFU	National Identity Fraud Unit
NINo	National Insurance number
PDP	Personal development plan
PLPtW	Provider-led Pathways to Work
PtW	Pathways to Work
PWA	Person without accommodation
RE	Refusal of the offer of a job or refusal to pursue a job opportunity.
RGN	Registered general nurse
RM	Registered midwife
RNA	Registered nurse adult
RNC	Registered nurse children
RNLD	Registered nurse learning disability
RNM	Registered nurse, mental health trained
RNMH	Registered nurse mental health
RSCN	Registered sick children's nurse
RSCPHN	Registered specialist community public health nurse
RTW	Return to work
SDA	Severe Disablement Allowance
SFA	Skills Funding Agency
SIC	Standard industrial classification
SOC	Standard occupational classification
STD	Subscriber trunk dialling
TAM	Treated as made
TD	Trade dispute

UK	United Kingdom
VS	Voluntary sector
WBLA	Work based learning for adults (currently known in some areas of Scotland as Training for Work).
WBTA	Work based learning training for adults.
WFI	Work focused interview
WFIP	Work focused interview for partners
WFTC	Working Families Tax Credit
WPSLP	Work Programme support for lone parents
WPSP	A voluntary Work Programme support for partners of working age-benefit claimants
WTC	Working Tax Credit