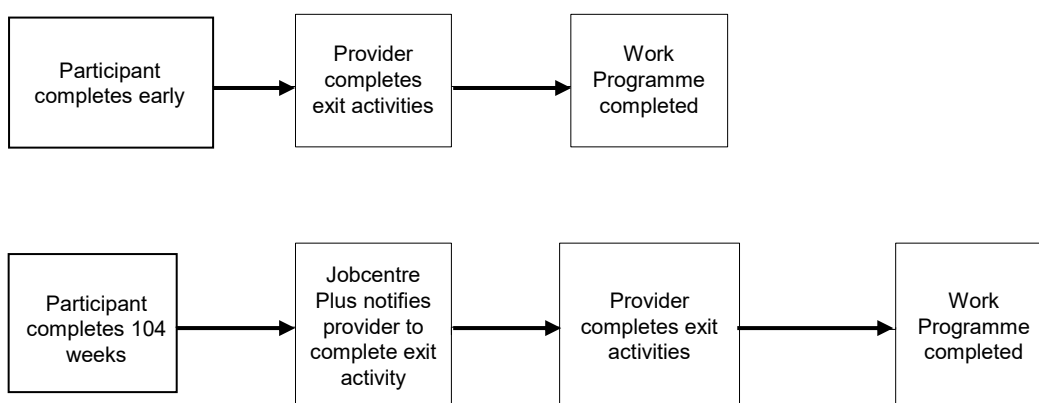


## Chapter 10 - Completing the Work Programme

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### High Level Must Dos



### Early completers of the Work Programme

1. An early completer is someone whose time on the Work Programme ends before the 104 weeks allotted time is reached.

## Actions

- Enter complete reason on Provider Referral and Payments system (PRaP).

## Background

2. Further detail is provided in the [Detailed background and further information section](#).

## Participant is due to complete the Work Programme (104 weeks)

3. As the participant is approaching the end of their allotted time, Jobcentre Plus will request an Exit Report. You must await a request from Jobcentre Plus before completing an Exit Report as not all participants will require one.

## Actions

- Check for form WPER2 (postal request) or WPER2E (email request) daily from Jobcentre Plus at 102 weeks of the participant's allotted time.

## Consequences

Failure to commence the exit activities promptly could result in Jobcentre Plus making a judgement about the appropriate next steps for the claimant without key information.

## Background

4. Further detail is provided in the [Detailed background and further information section](#).

## Completion and return of the Exit Report

5. At the end of the Work Programme you are required to complete an Exit Report for each participant in receipt of a benefit and due to return to Jobcentre Plus after 104 weeks on the Work Programme.

**Please Note:** There is no policy requirement for an Exit Report meeting to be carried out with a participant when they are about to complete the Work Programme. All information required by Jobcentre Plus should have been recorded throughout their time on the programme.

6. All Exit Reports must be completed and received by Jobcentre Plus within ten working days of Jobcentre Plus having submitted their request for the Exit Report. Day one is the date the request was submitted. Further information can be found in [Generic Provider Guidance Chapter 8 – Information Security](#).

## Actions

- Update the participant's record.
- Complete the Exit Report.
- Send the Exit Report by email or first class post/courier to your Jobcentre Plus District Single Point of Contact (SPoC).

### Consequence

100% compliance on the timely submission of Exit Reports is a contractual requirement. Jobcentre Plus must receive the Exit Report within ten working days of making a request.

Your DWP Performance Manager will discuss any failure to meet this target with you.

**Please Note:** You are not required to enter a completer reason or date on PRaP for those participants who have completed 104 weeks on the Work Programme.

## Background

7. Further detail is provided in the [Detailed background and further information section](#).

## Detailed background and further information

### Early completers of the Work Programme

8. Early completion of the Work Programme can occur in these circumstances only:
  - final outcome payment has been claimed by provider
  - participant is referred to Work Choice. **Please Note: Referrals to this programme ended on 1 February 2018.**
  - participant is referred to Work First Scotland. **Please Note: Referrals to this programme ended on 9 March 2018.**
  - participant becomes deceased.
9. When a participant is known to be in any of these categories (except for 'final outcome payment has been claimed by provider') you are required to enter the completer reason 'Completed Provision' onto PRaP. You should also enter the relevant date that the claimant completed their provision. If the claimant becomes deceased, their actual date of death must be recorded and not the date that the notification of the claimant's death was received.
10. Jobcentre Plus may request an Exit Report for early completers of the Work Programme. When this happens you are required to complete the report and ensure Jobcentre Plus receive it within ten working days of the request being made.

### **The unencrypted email process**

11. Work Programme prime providers, their sub-contractors, and Jobcentre Plus District SPoCs may use the unencrypted email process as specified by DWP.
12. Before you begin to use unencrypted email for the first time for a specific process there are steps you must undertake to comply with DWP security requirements. Therefore, you must email [WPD.SECURITY@DWP.GSI.GOV.UK](mailto:WPD.SECURITY@DWP.GSI.GOV.UK) with any request to use unencrypted email and comply with the implementation requirements specified by DWP prior to beginning to use the unencrypted email process.
13. Before you allow your sub-contractors to use the unencrypted email for this process, you must ensure that the sub-contractor has been formally approved by DWP in line with the requirements specified in Memo GPG 0012.

### **Change process for extending use of unencrypted email for this process to additional and new sub-contractors**

14. If you wish to extend the use of unencrypted email for this process to one of your existing DWP approved sub-contractors who was not named on the list you supplied as part of your implementation activity, you must supply an updated list to your DWP Supplier Manager and agree a date with them for the new sub-contractor to begin using the unencrypted email process.
15. If you wish to extend the use of unencrypted email for this process to sub-contractor who has newly joined your supply chain you must:
  - ensure that they have been formally approved as an addition to your supply chain as per the requirements specified in Memo GPG 0012.
  - supply an updated list of your sub-contractors whom you have permitted to use unencrypted email for this process to your supplier manager and agree a date with them for the new sub-contractor to begin using the unencrypted email for this process.

### **Rescinding the use of unencrypted email for this process from a sub-contractor**

16. You may decide that you no longer wish one of your sub-contractors to use unencrypted email for this process. When this is the case, you must notify this to your lead DWP Senior Performance Manager as soon as possible and supply an updated list of your sub-contractors whom you have permitted to use unencrypted email process to your DWP Supplier Manager and agree a date with them for the sub-contractor to cease using the unencrypted email process.

### **Participant is due to complete the Work Programme (104 weeks)**

17. The Jobcentre Plus District SPoC receives a Work Programme end of programme report. This report lists those Work Programme participants who still

have an active claim to benefit and have completed 714 days (102 weeks) of their allotted time on the Work Programme. The 714 days is calculated from when the participant was referred to the Work Programme.

## Mandation

18. Where you choose to mandate a participant to carry out an activity towards the end of the 104 weeks, you will need to ensure that there is enough time for the mandated activity to be undertaken. Where the participant is in receipt of Employment Support Allowance (ESA), time should also be factored in for possible re-compliance action.
19. If a compliance doubt is processed by the DWP Labour Market Decision Maker (LMDM) after the 104 weeks, the doubt would be cancelled. Equally, if an ESA participant's re-compliance activity does not occur before the end of 104 weeks, their sanction would be cancelled after the 104 weeks.

## Jobcentre Plus request an Exit Report

20. The Jobcentre Plus District SPoC will transfer and split the participant information from the end of the programme report on to either a WPER2 or WPER2E. Each WPER2 or WPER2E should contain no more than 40 participant records and will include participants' information as follows:
  - National Insurance Number (NINO)
  - Jobcentre Plus office
  - request date
  - report return deadline
  - benefit type
  - end date
  - return postal address
  - WPER2E or WPER3E only: return email address.
21. The WPER2 or WPER2E are sent daily via post or email from a Jobcentre Plus District SPoC. Each WPER2 or WPER2E will be sent on the due date that participants have completed 102 weeks on the Work Programme.
22. The WPER2 and WPER2E tell you the completion date and the deadline for receipt of the completed Exit Report for each participant. All participants who are included on the template require an Exit Report completing and sending to Jobcentre Plus.
23. The Jobcentre Plus District SPoC should only attach one WPER2E to each email and they will set a read receipt to each email.
24. A copy of the template is included for your information at [Annex A](#).
25. On receipt of the WPER2 or WPER2E from Jobcentre Plus District SPoC, you are required to ensure the participant records are up to date and complete, as the

Exit Report will require a comprehensive summary of the time they have spent with you.

26. You may receive a WPER2 or a WPER2E from a Jobcentre Plus District SPoC for a participant who has moved out of your Contract Package Area (CPA) who is still under your control. These requests should be actioned in the same way as for participants in your CPA.
27. The participant records should include a history of the activities the participant has undertaken whilst on the Work Programme.
28. For Special Customer Records (SCR) participants you will receive a clerical request for an Exit Report from Jobcentre Plus when a SCR participant is due to complete their allotted time on the Work Programme.
29. The completion and return of Exit Reports for SCR participants should always be undertaken by your Nominated Officer, who must ensure that 'SCR participant' is marked clearly at the top of the Exit Report before sending it securely to the Nominated Officer in the relevant Jobcentre Plus office. Further information can be found in [Generic Provider Guidance Chapter 2 - Delivering DWP Provision](#).
30. All information on SCR participants, whether received from Jobcentre Plus or generated by yourselves, must be stored securely at all times. Further information can be found in [Generic Provider Guidance Chapter 8 – Information Security](#).

### **Receiving WPER2 by post**

31. The Jobcentre Plus District SPoC will send the WPER2 to the provider's designated postal address.

### **Receiving WPER2E by email**

32. The email will be sent to a dedicated inbox designated by you for this process.
33. The email subject should always be: **“Work Programme Exit Report Request.”**
34. Provider SPoCs will receive one WPER2E template per email and the WPER2E should never contain more than 40 participant records. You may receive more than one WPER2E per day in separate emails from the same Jobcentre Plus District SPoC.
35. You may receive an Exit Report request from any Jobcentre Plus District SPoC as participants will have moved around Great Britain who are still under your control.
36. Provider SPoCs must check their designated inbox on a daily basis and ensure that each email has been sent from a designated Jobcentre Plus District SPoC email address. On receipt the provider SPoC should accept the read/receipt.

37. If you do not accept the read/receipt within 24 hours of the Jobcentre Plus District SPoC sending the email, you will receive a telephone call from the Jobcentre Plus District SPoC to confirm whether you have received the email. If you have not received an email containing the WPER2E form that the Jobcentre Plus District SPoC has sent, the Jobcentre Plus District SPoC will re-send the WPER2E form. For audit purposes you must record on your systems that you did not receive the original email.
38. If an email has not been sent via a designated Jobcentre Plus District SPoC email address, you should keep a record of this error and contact the Jobcentre Plus District SPoC to notify them. You should not action any Exit Report requests unless you have received them through the designated Jobcentre Plus District SPoC inbox. If this happens you must contact the Jobcentre Plus District SPoC by phone, see [paragraph 44](#) for further information.

### Checking the WPER2 and WPER2E form

39. You must check your own records to ensure that the participants stated on the WPER2 or WPER2E forms are attached to you.
40. If you propose to send the WPER2 or WPER2E to your sub-contractors you must check the WPER2 or WPER2E form only includes the participants that are attached to the sub-contractor prior to sending the form to your sub-contractors. You must keep a record of where and when you have sent the WPER2 or WPER2E form for three months.
41. You may choose to use unencrypted email to send to your sub-contractor or may use your own encrypted system or Management Information system. If you choose to use unencrypted email, you must adhere to the same restrictions when sending and receiving data to and from DWP, including:
- only one record per email
  - standard email content
  - email sent from and to a designated inbox.
42. If you send data to the wrong sub-contractor, you must alert the sub-contractor to the error and ensure that they delete the record. You must keep records of the actions taken for three months.
43. You must telephone the Jobcentre Plus District SPoC who sent the WPER2 or WPER2E form to report the error if the WPER2 or WPER2E form was:
- sent to you in error
  - includes participants with the wrong details (for example, incorrect NINO)
  - includes participants who belong to a different provider
  - includes more than 40 participant records.
44. When it is agreed with the Jobcentre Plus District SPoC that the WPER2 or WPER2E form was sent to you in error or the email was not sent from the designated Jobcentre Plus inbox, the provider SPoC must destroy the WPER2

form or delete the WPER2E form. You must keep a record of the actions taken for audit purposes.

45. The Jobcentre Plus District SPoC will either issue a further WPER2 or WPER2E to the correct provider SPoC or re-issue the WPER2E to you from the correctly designated Jobcentre Plus inbox.
46. If the Jobcentre Plus District SPoC issues another WPER2 or WPER2E for any of these scenarios they will amend the Exit Report request date on LMS so that providers have the full 10 working days to return their Exit Reports.
47. When it is agreed with the Jobcentre Plus District SPoC that the WPER2 or WPER2E includes participants with the wrong details (for example, incorrect National Insurance Number) or includes participants who belong to a different provider, you must delete the relevant participant details from the form.
48. You may continue to work through the WPER2 or WPER2E form in these situations, including where the form includes more than 40 participant records. You must keep a record of the actions taken for audit purposes.

## **Completion and return of the Exit Report**

### **The purpose of the Exit Report**

49. The Exit Report you send to Jobcentre Plus will be a key tool used to determine the most appropriate type of support for participants upon their return to Jobcentre Plus.
50. Jobcentre Plus Work Coaches will use the Exit Reports you produce to:
  - build a profile of the participant following their two-year experience outside Jobcentre Plus on the Work Programme.
  - understand the level of support the participant may require following the Work Programme.

### **Participants in receipt of benefits at the end of the Work Programme**

51. Exit Reports must be completed and sent by unencrypted email or by post/courier to your Jobcentre Plus District SPoC so that they are received within ten working days of the Jobcentre Plus District SPoC having submitted their request to you for the Exit Report.
52. Exit Report templates are included in [Work Programme Provider Guidance Chapter 18](#) and we would prefer that you use these for two main reasons:
  - Jobcentre Plus can identify them quickly when received
  - the design reflects the minimum information that must be supplied as per the current guidance and policy, so it will act as a prompt.



53. You must as always meet the requirements to include logos on the template. If you choose to use your own template it must not include any corporate logos and it must reflect the required information listed here.
54. You must **only** include the participant's first name, surname and NINO on their Exit Report.
55. The Exit Report must as a minimum include the following factual information:
- summary – actions agreed, including activities such as work, training or work experience the participant has completed
  - the period(s) that any work experience or employment covered/not completed and any reasons why actions were not completed
  - next steps – your recommendations to Jobcentre Plus on the most appropriate next steps for the participant.
56. The Exit Report should also include further information which will provide Jobcentre Plus with additional information and an insight to the participant's journey on the Work Programme.
57. This may include for example:
- employability – your opinion on the participant's employment prospects, the type of employment which might be most appropriate
  - attitude – any changes in attitude and background you have noticed whilst having worked with the participant for two years and any known reasons for these changes
  - barriers to employment – any barriers that you have seen the participant overcome, are still to be addressed and/or have arisen whilst on Work Programme.
  - any health conditions or substance dependency the participant may have
  - compliance – the level of compliance you have seen from the participant, including any possible reasons you might consider to be behind this behaviour and which may be useful in determining further support for the participant.
58. Providers must not make any reference to a participant's Ethnicity, Religious Beliefs or Trade Union Membership in the Exit Report. The Exit Report must only include the participant's first name, surname and NINO. It **must not** contain any further personal information.
59. Any sensitive information that you include on a participant's Exit Report must be brought to the attention of the participant before the Exit Report is sent to the Jobcentre Plus District SPoC.
60. You must adhere to the Data Protection Act when completing an Exit Report.
61. Participants should be provided with a copy of their Exit Report where you are in face-to-face contact with the participant, or you must let participants know that they are entitled to a copy of the Exit Report on request.

62. When agreed with the participant you can make arrangements for the Exit Report to be collected or emailed or posted to the participant. Before emailing or posting the Exit Report you must ensure the participant is aware of the risks of sending personal information to them via email or post.
63. For audit purposes you must keep a copy of the Exit Report for three months from the date you have sent it to Jobcentre Plus.

### **Exit Report returned by post**

64. Exit Reports must be completed and sent by post/courier to your Jobcentre Plus District SPoC to be received within ten working days of the Jobcentre Plus District SPoC having submitted their request.
65. Exit Reports returned by post may be sent in batches back to Jobcentre Plus District SPoC. The maximum number of Exit Reports you can send per package is 49 Exit Reports. The address to return the Exit Reports will be stated on the WPER2 form.

### **Exit Report returned by email**

66. Exit Reports must be completed and sent by email to your Jobcentre Plus District SPoC within ten working days of the Jobcentre Plus District SPoC having submitted their request.
67. You must return **only** one Exit Report in each email to the Jobcentre Plus District SPoC.
68. You must send the email to a dedicated inbox designated by Jobcentre Plus District SPoC. The return email address will be stated on the WPER2E form.
69. The email subject should always be headed: **“Work Programme Exit Report.”**
70. If your sub-contractors complete an Exit Report they may email the Exit Report back to the Jobcentre Plus District SPoC designated inbox. All Exit Reports must be returned to the Jobcentre Plus District SPoC via the designated provider SPoC email address. It is your responsibility to ensure all Exit Reports are received on time and to the quality expected.

**Please Note:** Providers have overall responsibility for their sub-contractors following this process and for the quality of information included in the Exit Reports.

71. The provider SPoC must keep a record of the email they have sent to the Jobcentre Plus District SPoC for audit purposes for three months.

### **Jobcentre Plus receive Exit Report**

72. On receipt the Jobcentre Plus District SPoC will check to identify if the participant stated on the Exit Report is within their District. If an error has been identified by the Jobcentre Plus District SPoC or you identify that you have sent the Exit Report to the wrong district, either party must contact the other by phone.

73. When an agreement is reached that an Exit Report has been sent to the wrong Jobcentre Plus District SPoC, they will delete the Exit Report from their systems. The provider SPoC will post or email the Exit Report to the correct Jobcentre Plus District SPoC. The provider SPoC must keep a record of the actions taken for three months purposes and report the incident to DWP security as per [Generic Provider Guidance Chapter 8 – Information Security](#).
74. The Jobcentre Plus District SPoC will update the claimant's LMS record by entering the Exit Report return date. The return date will be the date the Exit Report was received by the Jobcentre Plus District SPoC. From this and the request date we will be able to monitor achievement of your ten day target.
75. DWP expects 100% compliance on the timely submission for Jobcentre Plus to receive the report, that is within ten working days of them making a request for the Exit Report. Compliance is a contractual requirement and as such it will be managed by your Performance Manager.
76. DWP will gather Management Information (MI) to enable them to measure the percentage of Exit Reports received by them within ten working days of Jobcentre Plus District SPoC making the request for an Exit Report. Further information can be found in [Generic Provider Guidance Chapter 4 - Management Information](#).
77. Jobcentre Plus will not be seeking clarification from you regards the content of individual Exit Reports. Jobcentre Plus will clarify the content with the claimant.

### **Exit Report not received**

**Please Note:** The reminder process is currently suspended.

78. If an Exit Report is not received within ten working days by the Jobcentre Plus District SPoC, they will issue a reminder on WPER3 or WPER3E. This form will look very similar to the original WPER2 and WPER2E form but will state reminder on the form.
79. The WPER3 will be sent via post and the WPER3E via email from the Jobcentre Plus District SPoC. The process for sending the reminder request is the same process as when the original request was made.
80. On receipt of the reminder you may have already returned the Exit Report back to the Jobcentre Plus District SPoC. In these cases you must contact the Jobcentre Plus District SPOC and confirm with them the date and time that you sent the Exit Report.
81. If the Jobcentre Plus District SPoC is unable to confirm receipt of the Exit Report you must re-send the appropriate Exit Report using a read/receipt if you send by email.

82. If no reply is received by Jobcentre Plus within five working days from the date of the reminder they will escalate via your DWP Performance Manager or Third Party Provision Manager.

### **Exit Report requested and a completed Exit Report is no longer required**

83. Situations may arise where Jobcentre Plus make a request for an Exit Report and then the report is no longer required. This may be because the participant is no longer in receipt of benefit and the request was made in error.

84. When it is discovered by Jobcentre Plus or by you that an Exit Report is no longer required, you will be contacted by the Jobcentre District SPoC or you should contact your Jobcentre Plus District SPoC.

85. Once clarified that a completed Exit Report is no longer required you must write across the Exit Report "not appropriate, C/circs received - participant no longer in receipt of benefit or requested in error". You must still send the Exit Report back to the Jobcentre Plus District SPoC for audit purposes and to allow Jobcentre Plus to update LMS so that your ten day target is not impacted.

### **Ad hoc Exit Report requests**

86. Jobcentre Plus may request ad-hoc Exit Reports for a participant who has found employment whilst on the Work Programme and subsequently returned to Jobcentre Plus to make a claim for benefit. Requests will be made on the WPER2 or WPER2E form.

87. Requests for ad-hoc Exit Reports may be made for up to twelve months after a participant has completed the Work Programme. You must adhere to European Social Fund (ESF) requirements on document retention when undertaking this activity. Further information can be found in [Generic Provider Guidance Chapter 11 - ESF Requirements](#)

### **Business Continuity – unencrypted email process not available**

88. There may be occasions when due to circumstances such as IT failure you are temporarily unable to receive Exit Report requests or transmit Exit Reports via unencrypted email. In these circumstances, you must ensure you inform Work Programme Division (WPD) via email at [WORKPROGRAMMEPROVIDER.POLICY@DWP.GSI.GOV.UK](mailto:WORKPROGRAMMEPROVIDER.POLICY@DWP.GSI.GOV.UK). If you are unable to send an email to WPD you should inform your DWP Performance Manager by telephone.

89. WPD will inform Jobcentre Plus Labour Market Products Team who will inform Jobcentre Plus District SPoCs to temporarily suspend the use of unencrypted email.

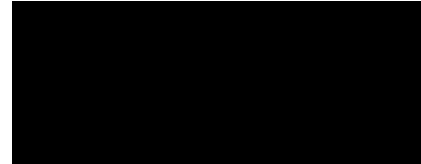
90. You must keep WPD informed of the situation and inform them of how long you anticipate it lasting. If you anticipate the situation will continue for 48 hours or longer you must ensure you inform WPD of this via email at [WORKPROGRAMMEPROVIDER.POLICY@DWP.GSI.GOV.UK](mailto:WORKPROGRAMMEPROVIDER.POLICY@DWP.GSI.GOV.UK) or phone your DWP Performance Manager if you are unable to email, and you must revert to

receiving and/or returning Exit Reports via clerical means until the problem is resolved and you are able to use the unencrypted email again.

91. You must inform WPD when you will be able to use unencrypted email again prior to starting to use it. WPD will notify Jobcentre Plus District SPoCs when the clerical process is being used and when unencrypted email is to be reintroduced.
92. Similarly if Jobcentre Plus Districts have an IT failure you must suspend using unencrypted email if you are notified to do so by WPD. WPD will notify you if the problem will last for longer than 48 hours and will ask you to revert to the clerical process if appropriate. Once resolved, WPD will notify you when unencrypted email has been reintroduced.

## Annex A–Work Programme Provider Exit Report Request–Electronic WPER2E

**Work Programme Provider Exit  
Report Request - Electronic  
WPER2E**



<b>Provider Name:</b>	<b>District/Jobcentre:</b>
<b>Request Date:</b>	<b>Report Return Deadline:</b>

<b>Return email address:</b>

	<b>NiNo</b>	<b>Benefit Type</b>	<b>End Date</b>	<b>Jobcentre</b>
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