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Department
for Work &
Pensions

Community Work Placements Provider Guidance

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CONTENTS

| Section | Subject | Page |
|-------------|---|------|
| Section 1. | <u>Claimant Group and Claimant Referrals.</u> | 3 |
| Section 2. | <u>The Initial Engagement Meeting, Provision and Mandation.</u> | 6 |
| Section 3. | <u>CWP starts, failure to comply and Decision Making and Appeals.</u> | 16 |
| Section 4. | <u>Participation, absences and changes of circumstances.</u> | 23 |
| Section 5. | <u>Allotted time, gaps between placements and outcomes.</u> | 36 |
| Section 6. | <u>Completing CWP, the claimant portfolio and exit feedback.</u> | 44 |
| Section 7. | <u>Evidence Requirements and ESF.</u> | 48 |
| Section 8. | <u>Additional Information.</u> | 55 |
| Section 9. | <u>Performance and Account Management, Assurance, and Evaluation.</u> | 58 |
| Section 10. | <u>Payment Validation</u> | 62 |
| Section 11. | <u>CWP Guidance Version Control List</u> | 80 |

ANNEXES

| Annex | Subject |
|-----------|---|
| Annex 1. | Work Placement Minimum Standards. |
| Annex 2. | JSA CWP MAN 1. |
| Annex 3. | JSA CWP MAN 2. |
| Annex 4. | Labour Market Decision Making (LMDM) teams. |
| Annex 5. | Unencrypted CWP DMA e-mail referrals. |
| Annex 6a. | CWP DMA 01 - Failure to Participate Referral. |
| Annex 6b. | How to complete the CWP DMA 01. |
| Annex 7a. | CWP DMA 02 - Misconduct Referral. |
| Annex 7b. | How to complete the CWP DMA 02. |
| Annex 8. | Inappropriate Referrals. |
| Annex 9. | Provider Implementation Checklist. |

Section 1 - Claimant Group and Claimant Referrals

This section covers:

- [Introduction](#).
- [Claimant Group](#).
- [CWP Referrals](#).
- [Important JSA Claimant Commitment information](#).

Introduction

- 1.01 Community Work Placements (CWP) is aimed at those claimants whose primary barrier to work is a lack of work experience or motivation, and who may have spent a great deal of time away from a structured work environment. CWP aims to equip jobseekers with a valuable period of experience in a work-based environment, enabling them to develop the disciplines and skills associated with sustained employment, as well as to move them into employment.
- 1.02 This DWP Provider Guidance supports you, the Prime Provider, in the delivery of the CWP Programme on behalf of the Secretary of State for Work and Pensions. It forms part of your contract and provides guidance on processes and requirements, contract details and the legal arrangements for delivery.
- 1.03 This guidance must be read in conjunction with:
- The Invitation to Tender;
 - Community Work Placement Contract Package Information; and
 - [DWP Generic Provider Guidance](#) – via the hyperlinks which are embedded throughout this Programme Specific Guidance.
- 1.04 If there is any conflict between the contract and this guidance, the contract takes precedence. If there is any conflict between the specification and this guidance in relation to DWP's internal procedures and processes, this guidance takes precedence.
- 1.05 You must ensure that any organisations with which you have a sub-contractual relationship also have access to, and read, this guidance and associated documents at para 1.03.

Claimant Group

- 1.06 CWP will be aimed at Jobseeker's Allowance (JSA) claimants who have completed the Work Programme and have been identified by JCP as requiring CWP support due to the key barrier preventing them from moving into work, being either insufficient work history or a lack of motivation.

CWP Referrals

- 1.07 For those JSA claimants returning from the Work Programme, JCP advisers will adopt a triage approach, supplemented by information from a Work Programme exit report, to establish claimant suitability.

- 1.08 JCP Advisers will refer eligible claimants by contacting you and arranging a one-to-one, face-to-face initial engagement meeting with the claimant. You must have a designated point of contact to field and manage phone calls to book these appointments and provide the JCP Adviser with the date, time and location of the appointment and your contact details.
- 1.09 The JCP Adviser will notify you of any claimant participation restrictions which you must record and take into account when planning delivery; you will also be notified if a claimant requires any reasonable adjustments and/or additional support/arrangements.
- 1.10 Once the JCP Adviser has agreed the appointment they will deliver information about the claimant's rights and responsibilities, mandate them to attend the initial engagement meeting and make an electronic referral. This will create a referral in the Provider Referrals and Payments (PRaP) system. The referral information sent as part of all referrals will include:
- Full name (including title);
 - National Insurance Number;
 - Address and contact telephone number (where available);
 - If a claimant has informed JCP that they have a health condition. **Please Note:** You will be notified when a JSA claimant has informed JCP that they are disabled, however this will not include what their disability is. Claimants with disabilities may require reasonable adjustments and additional support/arrangements. You should ensure that this information is sought as part of your initial appointment;
 - A claimant's attendance arrangements;
 - If a claimant has childcare/caring needs, such as lone parents or carers;
 - A claimant's preferred working pattern and details of any employment restrictions e.g. any restrictions on their availability, which have been agreed by JCP;
 - Activities already undertaken and details of qualifications (where available).
- 1.11 **Please Note:** The referral will not be available to you in PRaP until the day following the JCP referral. It should also be noted that while the vast majority of referrals will be made through PRaP, there maybe a very small number of referrals sent to you clerically; which we cannot use the PRaP system for, such as Special Customer Records (SCR) (further information regarding SCRs can be found in [Chapter 2 of Generic Provider Guidance](#)).
- 1.12 On receipt of the PRaP claimant referral you must immediately 'Acknowledge' each CWP claimant referral within the PRaP system by selecting 'Acknowledge - Accept'.
- 1.13 **Please Note:** The only occasion where you should not select 'Acknowledge - Accept' are in circumstances where JCP have contacted you and request you do not do so (further information regarding Inappropriate Referrals can be found at [Annex 8](#)).

Important JSA Claimant Commitment information displayed in the Action Plan 'Aims' field in the PRaP referral

- 1.14 JSA claimants referred to CWP will have agreed a Claimant Commitment (CC) with JCP which outlines what jobseeking actions a claimant must carry out in order to give them the best chance of getting into work. It places a strong focus on the responsibility that claimants have to do all they can to look for work in return for the support they receive from the state.
- 1.15 Moving to the CC has resulted in changes to the way in which important information will be delivered and displayed via the PRaP referral. The Purchase Order – Action Plan Items – 'Aims' field will now detail the key information you need regarding:
- Types of Work the claimant is seeking; and,
 - Any agreed participation restrictions (regarding availability or work restrictions).
- 1.16 The 'Aims' field will be annotated with 'JSA Claimant Commitment Case' to ensure you can identify where the information in this field must be taken into account when planning your delivery. Where no participation restrictions apply the 'Aims' field will instead detail 'no restrictions apply'.
- 1.17 **Please Note:** If the 'Aims' field does not detail either participation restrictions, or 'no restrictions apply' you must telephone and query this with your JCP Single Point of Contact (SPOC).
- 1.18 The claimants PRaP purchase order will also detail 'Other Activities' and 'Agreed Restriction' fields which may contain historical information which must be ignored. The only participation restrictions you are required to take into account when planning your delivery is contained in the 'Aims field'.
- 1.19 Historical information regarding previous employment and job goals held on JCP systems will also transfer across. Although this will give more detail on the claimant's previous job goals and employment history, you will need to obtain from claimants their current job goals and for them to give confirmation to you.
- 1.20 **Please Note:** You will have been notified of claimant participation restrictions when the JCP Adviser books the claimants initial engagement meeting.

Section 2 – The Initial Engagement Meeting, Provision and Mandation

This section covers:

- [The Initial Engagement Meeting](#).
- [Establishing suitable work placement provision](#).
- [Undertaking/ planning work placement pre-entry activity](#):
 - [Disclosure & Barring Service/ Protecting Vulnerable Group Checks](#).
- [Identifying additional support requirements](#):
 - [Travel Expenses](#).
 - [Funding Childcare](#).
- [Agreeing claimant provider-led jobsearch activity](#).
 - [Remote provider-led jobsearch](#).
- [Communicating your feedback and complaints procedure](#).
- [Notifying claimants of mandatory activities and their responsibilities](#):
 - [Mandating claimants to undertake activity](#).
- [Developing an individually tailored Action Plan](#).

The Initial Engagement Meeting

2.01 Where a claimant attends their initial engagement meeting, you must:

- [Undertake a claimant diagnostic including career guidance and establish suitable work placement provision](#);
- [Undertake or plan any required work placement pre-entry activity](#);
- [Identify any additional support requirements](#) (e.g. travel, childcare etc.);
- [Agree claimant provider-led jobsearch activity](#);
- [Communicate your feedback and complaints procedure](#);
- [Notify claimants of mandatory activities in writing and ensure claimants have a clear understanding of their responsibilities whilst participating on the provision and the consequence of any failure to fulfil requirements imposed](#); and,
- [Start to develop and agree an individually tailored Action Plan](#).

2.02 There is a contractual target for both a provider-claimant initial engagement meeting and subsequent start on a work placement (or in employment) to take place within 20 working days of the CWP referral and the recording action on PRaP within 30 working days of the CWP Referral (further information regarding CWP Starts can be found in [Section 3](#)).

2.03 **Please Note:** Guidance regarding what is required where a claimant fails to attend their Initial Engagement Meeting can be found in [Section 3](#).

2.04 You must ensure that in all communications with claimants or their advocates you are satisfied you are engaging with the correct person. To do this, you may decide to ask them to state a combination of their personal information such as full name, address, NINO, or other information such as details that were included within the original referral from JCP or other details you may hold.

Establishing suitable work placement provision

- 2.05 Subject to Para 2.11, you must work to source 30 hour per week (excluding breaks) work placements that will last for up to 26 weeks for each claimant. We recognise that in some circumstances participation in a single work placement of 26 weeks may not be possible. If necessary, the provision duration can be made up of several shorter work placements which total 26 weeks (further information regarding work placement minimum standards can be found in Annex 1).
- 2.06 You must ensure that any restrictions on the type of work the claimant is seeking are taken into account when sourcing work placements - for example, if a claimant has a particular religious belief impacting on the type of work they can carry out or, if a claimant is unable to do heavy lifting due to a health condition or disability.
- 2.07 Where claimants have agreed attendance and participation restrictions with JCP (and only where JCP have notified you as detailed on the PRaP referral or change of circumstances notification) you **must not** mandate claimants to undertake activity that contradicts these restrictions. Claimants without attendance and/or participation restrictions can be mandated to undertake activity on evenings and weekends provided it is appropriate in their circumstances.
- 2.08 You should manage claimants' expectations of available opportunities but wherever possible placements must be appropriate to the claimant's desired employment sector and/or occupation type, and local labour market. Placements must be designed to give claimants experience of work, help strengthen their CVs and enable them to compete more effectively in the job market.
- 2.09 It is important that you ensure your process for establishing suitable placements is robust. On completion of CWP you will be asked to provide information regarding why the placement(s) was/ were chosen for the claimant and the skills the claimant has developed throughout their participation.
- 2.10 The days and hours of the work placement are not prescriptive but they must adhere to the [EU Working Time Directive \(2003/88/EC\)](#) including requirements regarding rest breaks. This requirement is imposed because DWP views the directive as useful guidelines on working time, rather than being legally binding for those placements. **Please Note:** The above requirement does not extend to adhering to guidelines regarding [claimant holidays](#).
- 2.11 In cases where the claimant has a participation restriction agreed with JCP (e.g. they may only be required to be available for work for 20 hours a week) then the placement (or work related activity in the absence of a work placement) must reflect this. Any limitations/ easements will be part of the information that is sent to the provider through PRaP and you will need to take this into account when setting up the placement.
- 2.12 Time spent travelling to and from placements must not be included in the hours of attendance. Travel duration and distance must be appropriate and reasonable to the

claimant's circumstances. In the claimant commitment, claimants are allowed a reasonable amount of travel time to get to a job interview or job.

- 2.13 Claimants are not expected to search for or take up paid work in any location which would normally take the claimant more than 90 minutes to travel to or from their home. Travel time to the provision will be treated as travel time to a job and you must not require the claimant to undertake activity more than 90 minutes to or from their home.
- 2.14 If a claimant is already undertaking voluntary work and you can justifiably advise that the work is beneficial to the claimant by helping them to overcome barriers to employment, you may count that voluntary work towards the full time work placement hours. However, if you **do not** feel the voluntary work is of appropriate benefit to the claimant, you may require the claimant to do the full-time work in the placement you have sourced for them (but must give the claimant at least 1 weeks notice). **Please Note:** Where a claimant is already undertaking voluntary work you must also ensure you give the claimant 48 hours notice for any required participation/ attendance.
- 2.15 Claimants undertaking part-time work should continue the part-time work but you must top up the part-time work with a work placement to ensure the claimant's required hours of participation are satisfied.
- 2.16 **Please Note:** JCP will refer claimants who have insufficient work history or a lack of motivation; therefore we would expect only a minimal proportion of claimants currently undertaking part-time or voluntary work to be referred to CWP.
- 2.17 Where a claimant is undertaking agreed part-time education JCP will notify you of this and you should take this into account and top up the part-time education with a work placement to ensure the claimant's required hours of participation are satisfied.
- 2.18 You will need to identify wherever possible if CWP participants are serving community sentences, and ensure that the work placement activities complement the requirements of the Criminal Justice System (for example, individuals may be required to undertake unpaid work, have restrictions on their movements, or be under curfew at certain times as part of the conditions of their sentence). Again, in these circumstances you should top up the Criminal Justice System requirements with a work placement to ensure the claimant's required hours of participation are satisfied.

Undertaking/ planning work placement pre-entry activity

- 2.19 You must ensure that claimants are engaged in a [healthy and safe working environment](#), are not worse off by virtue of attending the CWP and understand your expectations regarding behaviour. As a result, as part of your Initial Engagement Meeting you may choose to put in place plans and processes to ensure that:
- Any required placement induction activities are arranged or delivered.
 - The claimant understands what constitutes appropriate behaviour whilst participating on a Work Placement and in Provider-led Jobsearch.
 - Any required [additional support](#) is arranged.

2.20 **Please Note:** The above list is not exhaustive.

Disclosure & Barring Service/ Protecting Vulnerable Group Checks

2.21 Should a Work Placement require (previously referred to as CRB checks) Disclosure & Barring Service checks (Protecting Vulnerable Group checks in Scotland) providers are responsible for the associated costs (further information can be found in [Chapter 2 of Generic Provider Guidance](#)).

2.22 **Please Note:** Where a Disclosure & Barring Service/ Protecting Vulnerable Group check is necessary providers remain required to ensure claimants start and participate in work placements (e.g. in the period while awaiting a Disclosure & Barring Service/ Protecting Vulnerable Group check, providers should ensure that claimants start and participate in work placements that do not require Disclosure & Barring Service/ Protecting Vulnerable Group checks or if not available, 30 hours of provider-led jobsearch and/ or other work-related activity).

Identifying additional support requirements

2.23 Additional support is defined as any support that allows a claimant who needs extra help to attend and participate fully in provision and this may include:

- Any specialist clothing and/ or equipment.
- Providing appropriate services/ equipment to ensure compatibility with the Equality Act.
- As part of your obligations under the duties in the Equality Act 2010, take the necessary steps to obtain and provide special aids or services that might be needed for participation.

2.24 Claimants must not be worse off by virtue of attending the CWP. You are responsible for travel and additional support costs while the claimant is on provision.

Travel Expenses

2.25 You are responsible for funding the claimant's travel costs during their time on provision including attendance at their initial engagement meeting, placement interviews, the placement itself and attendance at provider-led jobsearch. The claimant is responsible for meeting travel costs for attending their Jobsearch Reviews with JCP (provided travel to placement or activity does not result in increased expenses – if so you must fund the difference).

2.26 You are required to keep auditable records of travel cost payments with evidence of the expense incurred by claimants. You must also ensure that you do not place undue financial hardship on claimants e.g. do not leave customer to fund travel each day and reimburse at the end of week.

Funding Childcare

- 2.27 Childcare for attendance should only be funded for time on the placement (including travel), attendance at jobsearch activity and attendance at any Engagement Activity if deemed appropriate. Childcare must be provided by:
- Carers registered with Ofsted (Office for Standards in Education), the Scottish Commission for the Regulation of Care or Welsh equivalent;
 - A carer accredited under the Childcare Approval Scheme, run on school premises out of school hours or as an out of hours club by a local authority; or
 - Schools or establishments exempted from registration under the Children's Act 1989 or operated on Crown property.
- 2.28 The parent can make alternative arrangements. However, payment cannot be authorised unless the arrangements are in one of the above categories.
- 2.29 The child/children must satisfy the age requirement (in paragraph 2.30) and be a dependant of and residing with the claimant.
- 2.30 DWP currently sets its costs for childcare up to the Tax Credit limits. Providers should consider the following limits when developing and pricing their proposals:
- Help with childcare costs can be paid up to, but not including, the first Tuesday in the September following the child's 15th birthday;
 - Parents requiring childcare for five days a week can claim up to a maximum of £175 per week for one child and £300 per week for two or more children;
 - If the claimant is attending an approved activity of fewer than five days a week, they can claim up to the maximum daily rates of £35 per day for one child and £60 per day for two or more children.
- 2.31 **Please Note:** You must not recommend particular childcare facilities to claimants. This is to ensure that you and/ or DWP do not take on the liability for the safety of children. Parents are best placed to choose the correct provision for their child and it is the parents' responsibility to decide with whom they entrust the care of their children.
- 2.32 You may choose to arrange for a crèche facility to be on their premises. However, you must ensure it is the parents' choice whether their child uses the facility. You must also ensure that any crèche facilities adhere to current legislation.

Agreeing claimant provider-led jobsearch activity

- 2.33 Provider-led jobsearch will last for the duration of [allotted time](#) and MUST be in addition to participation in work placement provision. Where a placement is not available, as part of the 30 hours provider-led jobsearch and/ or other work-related activity a minimum of 4 hours must be provider-led jobsearch.
- 2.34 Once the claimant has attended their initial engagement meeting, and for each week following, until the claimant becomes a CWP completer (unless the claimant is not

required to participate e.g. where they are in employment and have left benefit) you must ensure that claimants, on a weekly basis, take part in a minimum of 4 hours and a maximum of 10 hours provider-led jobsearch which must be evidenced and recorded.

- 2.35 The claimant is required to take part in a minimum of 4 hours provider-led jobsearch; **regardless** of any agreed participation restrictions which have been agreed with JCP (the work placement must take account of these) e.g. a claimant who is only required to participate for 25 hours per week should be directed to undertake 4 hours' provider-led jobsearch and 21 hours of work placement participation per week.
- 2.36 Above 4 hours, providers must ensure that the claimant's total hours of participation in the scheme do not exceed the amount of time they are expected to undertake work preparation activity. **Please Note:** No JSA claimant should be directed to undertake more than 10 hours of jobsearch in addition to 30 hours' placement activity.
- 2.37 You are required to deliver a minimum 4 hours of provider-led jobsearch per week excluding breaks. When notifying claimants in writing of specific action they are required to undertake, you must be clear about how many hours claimants are required to participate each day, being explicit about breaks which are not counted as participation.
- 2.38 You may decide to undertake the jobsearch in house, or source the support via a third party but you must oversee the provider-led jobsearch and collect and retain any supporting evidence.
- 2.39 Provider-led jobsearch must be tailored to each individual and should focus on the claimant gaining and enhancing the skills required to sustain employment. It **MUST** include weekly jobsearch activity including career guidance and the development of a CV (upon completion of the programme the claimant **MUST** have an up to date CV). Provider-led jobsearch may also include: improving communications, mock interviews, completing application forms, workshops and training (this list is not exhaustive).

Remote provider-led jobsearch

- 2.40 Weekly provider jobsearch must be supervised, but can be managed remotely provided you are in contact with claimants throughout the period in question and can evidence and assure that this has occurred.
- 2.41 For example, where you could appropriately evidence contact with a claimant via a web-based solution **throughout** a defined period, e.g. 2 hours, it would be acceptable to count this towards the 4 hour provider-led jobsearch requirement. Making a phone call at the start of the period and then calling again 2 hours later would not. Whichever way the requirement is managed, you must ensure you can evidence the activity (endorsed by the claimant and deliverer of activity).

Communicating your feedback and complaints procedure

- 2.42 You must ensure that you fully explain your comments and complaints procedure to each participant as part of their initial engagement process. For further information

regarding Complaint Resolution please see [Chapter 2 of Generic Provider Guidance](#) and the [Core briefing pack for providers complaints resolution](#)).

Notifying claimants of mandatory activities and their responsibilities

- 2.43 Mandation involves notifying the claimant in writing of the specific action that they are required to undertake and only mandated actions have sanctionable consequences.
- 2.44 You must ensure there is a clear link between cause and consequence (that failing to comply with a mandated activity will result in a sanction being imposed if there is no genuine reason for non-compliance).
- 2.45 **Please Note:** You may mandate claimants to attend and participate in meetings and activity in relation to CWP for example:
- Attend and participate in meetings in relation to CWP;
 - Attend and participate in a Work Placement;
 - Attend and participate in Provider-led Jobsearch; and,
 - Attend and participate in Provider-led Jobsearch and/ or other work related activity in the absence of a Work Placement.
- 2.46 You must ensure a separate specific notification is given to the claimant for each activity they are required to undertake and it must be clear on the notification that the activity is mandatory (e.g. you **must not** notify a claimant to undertake provider-led jobsearch and to participate in a work placement on one notification you must issue a separate notification for each activity).
- 2.47 Any change to what is required must be notified on a new notification to the claimant so that it is specific to the new activity.

Mandating claimants to undertake activity

- 2.48 The following steps must be taken on every occasion you want to mandate a claimant to undertake activity:
- Ensure that the activity is reasonable in the claimant's circumstances.
 - Ensure you provide the claimant with an adequate opportunity to make representations as to the activities or placement they will undertake before they are mandated to them and give proper consideration to those representations. **Please Note:** You must also ensure that any representations are recorded and the reasons why the claimant is nonetheless required to undertake activities or placement are explained.
 - Ensure that the claimant is aware of the sanctions consequences of failing to comply with the mandated activity.
 - Notify the claimant in writing on a Mandatory Activity Notification (MAN):
 - The specific action that they are required to undertake e.g. undertaking provider-led jobsearch, work placement activity or work related activity.
 - When or by when they must undertake it.
 - That the action is mandatory.
 - What evidence, if any, they must supply to demonstrate completion.

- The potential consequences should the participant fail to comply.
- Ensure the MAN is either, handed direct to the claimant or sent by 1st class post in good time (a minimum of 2 working days prior to required action). You may also choose to use registered post to ensure delivery.
- Record the information in relation to the activity (the details of the MAN) along with all other on-going mandatory requirements in a single Action Plan document (Further information regarding the Action Plan can be found later in this Section).

2.49 **Please Note:** You are required to use the MAN templates within this guidance when mandating claimants to activity. A MAN to be used when mandating claimants to their work placement, provider-led jobsearch or work related activity (in the absence of a work placement) can be found in annex 2 (The CWP MAN1), and a MAN template for mandating claimants to other CWP related meetings/ activity in annex 3 (The CWP MAN2).

2.50 When mandating claimants to undertake a work placement, provider-led jobsearch or work related activity (in the absence of a work placement) you must ensure you clearly detail the claimant's required attendance requirements also stating what the claimant must do to demonstrate compliance/ completion (please see annex 2).

2.51 You may detail multiple weeks' attendance on one notification provided you ensure you clearly detail the claimant's participation requirements e.g.:

For the period 22nd September to 28th September we have made arrangements for you to participate in a Work Placement for 30 hours - details of your attendance requirements are shown below.

| Day | Date | Morning Attendance | | Afternoon Attendance | |
|-----------|----------------------------|--------------------|-------|----------------------|-------|
| | | From | To | From | To |
| Monday | 22 nd September | 9:00 | 12:00 | 13:00 | 16:00 |
| Tuesday | 23 rd September | 9:00 | 12:00 | 13:00 | 16:00 |
| Wednesday | 24 th September | 9:00 | 12:00 | 13:00 | 16:00 |
| Thursday | 25 th September | 9:00 | 12:00 | 13:00 | 16:00 |
| Friday | 26 th September | 9:00 | 12:00 | 13:00 | 16:00 |
| Saturday | 27 th September | - | - | - | - |
| Sunday | 28 th September | - | - | - | - |

For the period 29th September to 5th October we have made arrangements for you to participate in a Work Placement for 30 hours - details of your attendance requirements are shown below.

| Day | Date | Morning Attendance | | Afternoon Attendance | |
|--------|----------------------------|--------------------|----|----------------------|----|
| | | From | To | From | To |
| Monday | 29 th September | - | - | - | - |

| | | | | | | |
|-----------|------------------|-----------|-------|-------|-------|-------|
| Tuesday | 30 th | September | 13:00 | 16:00 | 17:00 | 20:00 |
| Wednesday | 1 st | October | 13:00 | 16:00 | 17:00 | 20:00 |
| Thursday | 2 nd | October | 13:00 | 16:00 | 17:00 | 20:00 |
| Friday | 3 rd | October | - | - | - | - |
| Saturday | 4 th | October | 9:00 | 12:00 | 13:00 | 16:00 |
| Sunday | 5 th | October | 9:00 | 12:00 | 13:00 | 16:00 |

*The above is an example only, the 7 day week should detail dates and represent the start date + the following 6 days e.g. Monday - Sunday, or Wednesday - Tuesday depending on Start and detail attendance for the duration of the period being notified.

NOTE: Where the participant is being mandated to a placement / provider led jobsearch or work related activity in the absence of a placement, and there is a regular pattern over the period stated in the MAN1 (same days each week with the same times), then a single MAN1 can be issued covering the period; leaving the date column blank next to each day. If there are any instances of lateness of non-compliance then the MAN1 needs to be re-issued in addition to any DMA referral raised.

- 2.52 You must ensure you issue a MAN to the claimant stating their attendance requirements for each week they are required to participate. You may decide the period for which these notifications are issued, for example a notification with 2, 4, or 8 etc. week's participation requirements detailed.
- 2.53 **Please Note:** You must retain copies of the mandatory attendance notifications or have a mechanism to create a copy and are obligated to provide DWP with copy promptly on request. You may also choose for the claimant to sign for any mandation correspondence issued to them. If a claimant refuses to sign you should note this and reference in any subsequent failure to participate referral.
- 2.54 You are required to deliver work placements of 30 hours a week, excluding breaks. When notifying claimants in writing of specific action they are required to undertake, you must be clear about how many hours claimants are required to participate each day, being explicit about breaks which are not counted as participation.
- 2.55 For example, if a claimant's day on placement begins at 9am and finishes at 4pm, but with a 1 hour break such that the day only counts for 6 hours of participation, the written notification must either (a) state that claimants will be given a one hour break from requirement to undertake activity within those hours or (b) define the requirement for the claimant to attend between 9am and 12pm, and 1pm and 4pm.
- 2.56 Any changes to the Work Placement host or previously notified attendance requirements will require a new MAN.
- 2.57 If public holidays or other business closures fall within the claimant's work placement period, you must ensure that the claimant's notification letter sets out precisely when the placement organisation expects them to attend. For example, over the Christmas and New Year period, there are public holidays, and there may be additional days you

and your placement hosts may choose to close. The claimant will not be expected to make up any time lost due to business closure on the public holidays or any additional days (further information regarding absences can be found in [Section 4](#)).

- 2.58 **Please Note:** Where you mandate, you must always take follow up action if the claimant fails to comply with the mandated activity by undertaking the failure to participate process (Further information regarding the failure to participate process can be found in [Section 3](#)).

Developing an individually tailored Action Plan

- 2.59 You must chart and record all the activities agreed with the claimant throughout their time on the provision, including all mandatory activities. The plan must be signed by you 'the provider' and claimant, initially at the Initial Engagement Meeting and then regularly reviewed and updated and you must retain evidence of action planning. Evidence of action planning must comply with your minimum service delivery standards, the content of your successful tender and the CWP contract.
- 2.60 All activities that you plan for the claimant (whether the claimant is mandated to do so or not - including attendance at work placements and jobsearch) must be recorded in evidence of action planning.
- 2.61 Within an Action Plan it must be clear which activities are mandatory.

Section 3 – CWP starts, failure to comply and Decision Making and Appeals

This section covers:

- [CWP starts:](#)
 - [Provider-led Jobsearch and/ or other work related activity in the absence of a Work Placement.](#)
- [Failure to comply and Decision Making and Appeals.](#)
- [Making unencrypted CWP DMA e-mail referrals.](#)
- [Failure to start CWP:](#)
 - [Failure to attend the Initial Engagement Meeting.](#)
 - [Failure to start a work placement as mandated.](#)
 - [Re-referring of claimants who fail to start \(New Referrals\).](#)
- [Failure to comply as mandated once a claimant has started CWP:](#)
 - [Failure to comply as mandated.](#)
 - [Claimant to be dismissed from CWP due to misconduct.](#)
 - [Further information required by LMDM team.](#)
 - [Decisions, Reconsiderations and Appeals.](#)

CWP starts

- 3.01 Both a provider-claimant initial engagement meeting and subsequent start on a work placement (or a start in employment) must take place to meet CWP start requirements. The contractual target for starting claimants is for CWP Starts to be achieved within 20 working days of the CWP referral and recorded in PRaP within 30 working days of the CWP Referral.
- 3.02 Whilst we would expect claimants to start placements as soon as possible, during the first 20 working days it might, in some circumstances, be more appropriate to focus on offering the claimant relevant support in order that they are prepared for their placement and able to make the most of the opportunity.
- 3.03 You may only record a CWP start where a claimant has participated in an initial engagement meeting and subsequently either:
- Started Employment (further information regarding Employment can be found in [Section 5](#)); or,
 - Started on a Work Placement.
- 3.04 Once the claimant has started, you are required to record the CWP Start date in PRaP. The CWP start date will be the date on which a claimant starts on a work placement, or starts employment (this will trigger the CWP Start Fee).
- 3.05 You must record in the 'create advanced shipment notice' screen in PRaP:
- **Date 1:** The date the claimant starts on a work placement or starts employment.

- **Date 2:** The anticipated end date of provision (30 calendar weeks from the referral date).

3.06 Once the claimant has started CWP it is important that you record details of all employment and/ or work placement information that is in relation to start, completion fees and/ or Job Outcome fee claims in the Job Details screen in PRaP.

Provider-led Jobsearch and/ or other work related activity in the absence of a Work Placement

3.07 Where you are unable to start claimants on a work placement within the 20 working day target for CWP Starts (and 20 working days has elapsed) in the absence of placement activity, you must ensure that claimants undertake provider-led jobsearch and/ or other work-related activity (defined as any activity which might assist the claimant to secure employment, e.g. training) for 30 hours per week - a minimum of 6 hours a day Monday to Friday. This requirement commences immediately at day 21 following referral where placement activity is unavailable.

3.08 **Please Note:** Where a placement is not available, as part of the 30 hours provider-led jobsearch and/ or other work-related activity a minimum of 4 hours must be provider-led jobsearch

3.09 **Please Note:** You may not claim a start fee for claimants that are undertaking jobsearch in the absence of a work placement and time spent providing jobsearch support or other work-related activity (in the absence of work placement/ employment) cannot be counted towards completed weeks for a completion fee.

Failure to comply and Decision Making and Appeals

3.10 During support and where attendance is mandated, if a claimant is deemed to have acted in a way that could give rise to a benefit sanction, (e.g. failing to comply/ participate/ attend, as mandated) you are required to make Decision Making and Appeals (DMA) referrals, and keep supporting evidence, which includes information regarding:

- Refusing a place on CWP when notified of the requirement to attend by JCP, demonstrated by a failure to attend an initial engagement meeting;
- Failure to attend or participate in any meeting or activity without the previous agreement of the provider, having been notified of the requirement to attend by the scheme provider; and
- Losing a place on a CWP through misconduct.

3.11 **Please Note:** The sanction regime for CWP is a 4 week benefit sanction for the first offence followed by a further 13 week benefit sanction for any second and/or subsequent offence within 12 months (where a second failure is more than 14 days after the first failure). The sanction will remain in place even if the customer re-engages with CWP.

- 3.12 You are responsible for the initiation of the sanctions process. A DWP Decision Maker will then have responsibility for making a decision as to whether or not a sanction should be applied to the claimant's JSA.
- 3.13 For the purposes of CWP, you will make DMA referrals to specific Labour Market Decision Making (LMDM) teams (please see Annex 4). In the majority of cases this will be via unencrypted email rather than by post.
- 3.14 There are differing processes and actions you are required to undertake dependant on what the claimant has failed to comply with. These processes are covered below and are:
- DMA processes - prior to a claimant starting CWP, where:
 - [A claimant fails to attend the Initial Engagement Meeting](#); and,
 - [A claimant attends the Initial Engagement Meeting but fails to start a Work Placement as mandated](#).
 - DMA processes - once a claimant has started CWP, where:
 - [A claimant fails to comply as mandated](#); and,
 - [As a last resort, and as agreed with JCP a claimant is to be dismissed from CWP due to misconduct](#).

Making unencrypted CWP DMA e-mail referrals

- 3.15 You will make CWP DMA referrals to specific Labour Market Decision Making (LMDM) teams (please see Annex 4). In the majority of cases this will be via unencrypted email rather than by post. LMDM teams will also send sanction decision notifications back to you via unencrypted e-mail.
- 3.16 The unencrypted e-mail process must be built into your IT systems and internal processes to allow for the raising of CWP DMA referrals via e-mail (further information regarding CWP DMA e-mail referrals can be found in Annex 5).
- 3.17 To make an unencrypted CWP DMA e-mail referral you are required to:
- Complete the relevant CWP DMA form. **Please Note:** A copy of the Mandatory Activity Notification (MAN) or other documents is not required. No other documents may be attached to the e-mail; all relevant information must be noted on the CWP DMA form itself.
 - Ensure that the correct email address for the return of the sanction decision, queries or further correspondence is included in the CWP DMA form. **Please Note:** This must be the generic in-box address, not the individual adviser address.
 - Ensure each e-mail **ONLY** contains the following standard content. **Please Note:** No other information may be transmitted by e-mail:
 - Standard wording to be displayed in e-mail 'Subject Box':
 - CWP DMA
 - Claimant's surname
 - Last 3 characters of the claimant NINO
 - E.g. **CWP DMA Smith 78A**

- Standard wording to be displayed in e-mail 'Narrative Box':
 - Sender contact details
 - Email attachment - Completed CWP DMA form.
- E-mail the CWP DMA form to your linked BDC LMDM designated Administration Team e-mail address.

3.18 **Please Note:** It is a key security requirement that only one CWP DMA form is included per e-mail. You cannot, for example, include several CWP DMA referrals for the same claimant in one e-mail.

3.19 **Please Note:** While we expect that the vast majority of DMA referrals to be made via e-mail, there maybe a very small number that you may need to make clerically e.g. for Special Customer Records (SCR) cases (further information regarding SCRs can be found in [Chapter 2 of Generic Provider Guidance](#)). In these circumstances you must securely send a clerical copy of the referral form to your linked LMDM team.

Failure to start CWP

3.20 Where claimants fail to attend their initial engagement meeting or fail to start a work placement as required it may not be possible to achieve CWP Starts. Where appropriate providers are required to show that they have taken action and raised timely, appropriate Decision Making and Appeals (DMA) referrals.

Failure to attend the Initial Engagement Meeting

3.21 Where a claimant fails to attend their initial engagement meeting you are required to make an immediate (within 1 working day) DMA referral directly to the appropriate LMDM team and update PRaP (within 2 working days of the failure to attend).

3.22 Do not ask the claimant why they did not attend. The LMDM team will request information regarding the failure from the claimant, consider the reasons given and decide whether the claimant has shown good reason for their failure to attend.

3.23 The actions you are required to undertake are:

- Complete the CWP DMA 01 form and e-mail it to the appropriate LMDM team. (The CWP DMA 01 form along with detailed information relating to its completion is included in Annex 6).
- Update PRaP in the 'Orders' tab selecting 'Cancel – Did Not Attend' (This action will close the referral in PRaP and you are not required to take any further action in relation to the claimant).

Failure to start a work placement as mandated

3.24 Where a claimant fails to start their work placement as mandated you are required to make an immediate DMA referral (within 1 working day) directly to the appropriate LMDM team and update PRaP (within 2 working days of the failure to start).

3.25 Do not ask the claimant why they did not start. You must make an immediate referral (within 1 working day). The LMDM team will request information regarding the failure

from the claimant, consider the reasons given and decide whether the claimant has shown good reason for their failure to start.

3.26 The actions you are required to undertake are:

- Complete the CWP DMA 01 form and e-mail it to the appropriate LMDM team. (The CWP DMA 01 form along with detailed information relating to its completion is included at Annex 6).
- Update PRaP in the 'Orders' tab selecting 'Cancel – Did Not Start' (This action will close the referral in PRaP and you are not required to take any further action in relation to the claimant).

Re-referring of claimants who fail to start (New Referrals)

3.27 Where a claimant has failed to attend their initial engagement meeting or failed to start a work placement as mandated, JCP will be notified via the action you take in PRaP (recording the Did Not Attend (DNA) or Did Not Start (DNS) - which will close the referral).

3.28 JCP will then establish the reasons why a claimant may have failed to attend/ start and will establish if CWP support remains appropriate. Where JCP establish that CWP support remains appropriate for a claimant they will make a **new** referral, following the same process in which the original referral was made (ringing you, booking an initial engagement meeting and making a new electronic referral – see [Section 1](#)).

Failure to comply as mandated once a claimant has started CWP

Failure to comply as mandated

3.29 During support and where attendance is mandated, if a claimant fails to comply you are required to make a DMA referral, and keep supporting evidence (further information regarding evidence requirements is included at [Section 7](#)).

3.30 The DMA referral must be made at the end of the provision week for which any failures to attend/ participate occur, for example where a claimant has been notified to participate for the period 22nd September to 28th September and fails to participate on the 23rd September you should make the referral on the 28th September and ensure all periods of failure within that provision week are notified.

NOTE: The first day of work placement sets the provision week for the remainder of the participant's time on CWP. All DMA referrals should be in line with provision week whether the doubt is raised for placement or jobsearch transgression. Example – First day of placement is a Wednesday, the provision week is Wednesday to Tuesday, with the appropriate dates, until the end of Allotted Time.

3.31 You must complete the CWP DMA 01 form and e-mail it to the appropriate LMDM team where a claimant has failed to comply in a mandated activity. Detailed information relating to the completion of CWP DMA 01 is included at Annex 6).

- 3.32 It is important to note that the information from the relevant MAN should be transposed onto the CWP DMA 01 form rather than the MAN itself being attached. The LMDM team will work on the assumption the claimant was correctly mandated and notified (as detailed in [Section 2](#)).
- 3.33 You are not required to establish why the participant failed to comply to determine whether or not to make a DMA referral. You are required to make a referral (at the end of the provision week) irrespective of whether or not the claimant offers an explanation afterwards. The LMDM team will consider the reasons given and decide whether the claimant has shown good reason for their failure to participate. If the claimant tells you the reason you should record this on the CWP DMA 01 form you send to the LMDM team.
- 3.34 You must make a DMA referral where a claimant fails to comply as mandated and you need not wait to be notified of previous referral decisions before making further referrals.
- 3.35 **Please Note:** Once a claimant has started CWP and fails to comply you are not required to update PRaP with details of the failure to comply. You should continue to engage with claimant in line with your delivery model irrespective of the outcome.

Claimant to be dismissed from CWP due to misconduct

- 3.36 Where a claimant's inappropriate behaviour is of a minor nature, such as an initial refusal to co-operate where the activity is mandatory, you should raise failure to participate referrals in relation to the activity the claimant was mandated to participate in, and failed to undertake.
- 3.37 If a claimant's behaviour is such that effective participation is not possible, in the first instance you must discuss this with JCP. As a last resort a decision may be made to exclude due to misconduct and if so a DMA referral must be raised using the CWP DMA 02 form and the claimant will be returned to JCP support (further information regarding unacceptable behaviour can be found in Section 4 and in [Chapter 2 of Generic Provider Guidance](#)).
- 3.38 You must complete the CWP DMA 02 form detailing the reasons for dismissal, any warnings you may have given the claimant in relation to their behaviour and attach copies where appropriate and e-mail it to the appropriate LMDM team. Detailed information relating to the completion of CWP DMA 02 form is included in Annex 7.
- 3.39 You must then end the customer in PRaP using the 'create advanced shipment notice' screen, recording the end date as their last day on Provision and using end reason 'Completed Provision'.
- 3.40 Once a claimant has been dismissed from CWP due to misconduct you will not be entitled to any further outcome fees in relation to the claimant (further information regarding outcome fees can be found in [Section 5](#)).

Further information required by LMDM team

3.41 There may be occasions where the LMDM team will need to clarify information that you have sent with the DMA referral. You must retain copies of the mandatory attendance notifications or have a mechanism to create a copy and are obligated to provide DWP with copy or related information promptly on request. You must set up points of contact locally for this purpose.

Decisions, Reconsiderations and Appeals

3.42 Where a claimant approaches you regarding imposed benefit sanctions you should **not** attempt to answer the questions, but direct them immediately to speak to the contact given on the decision letter they received.

3.43 Reconsiderations are a crucial part of the decision making and appeals process and are designed to put right incorrect decisions at the earliest opportunity.

Section 4 – Participation, absences and changes of circumstances

This section covers:

- [Participation requirements](#).
- [Unacceptable Absences](#).
- [Acceptable Absences](#).
 - [Attendance at job interview, JCP interview or medical appointment](#).
 - [Domestic emergencies and other unexpected events](#).
 - [Civic Duties](#).
 - [Attendance at Open University residential courses](#).
 - [Sickness](#).
- [Acceptable Absences counted towards attendance for Completion Fees](#).
- [Benefit conditionality while participating on CWP](#).
- [Claimant Changes of Circumstance](#).
 - [Reclaims to benefit](#).
 - [Participant changes address](#).
- [Claimant holiday entitlement](#).
- [Unacceptable Behaviour](#).
- [Bank Holidays](#).
- [Christmas and New Year opening](#).
- [Participants Unable To Source Childcare During a School Holiday](#).
- [Extended Period of Sickness](#).

Participation requirements

- 4.01 Each claimant is required to participate fully in a work placement, which will last for up to 26 weeks alongside provider-led jobsearch. During the claimant's work placement participation period, on a weekly basis, the claimant must undertake:
- 30 hours* on work placement provision; and,
 - A minimum of 4 hours and a maximum of 10 hours of provider-led jobsearch.
- 4.02 **Please Note:** *unless a claimant has participation restrictions which have been agreed with JCP. Providers will be notified of any participation restrictions within the information delivered within the claimant referral and, where notified, must reduce claimant work placement participation accordingly (up to the maximum required hours of participation minus 4 hours jobsearch).
- 4.03 You must ensure that you can evidence:
- Placement participation (per individual) which includes records of weekly attendance and hours undertaken and which are endorsed by the claimant and placement provider.
 - Weekly provider-led jobsearch which includes records of weekly attendance and hours undertaken and which are endorsed by the claimant and provider of jobsearch.

- In the absence of placement participation, provider-led jobsearch and/ or other work-related activity.

Unacceptable Absences

- 4.04 If a work placement host or jobsearch provider informs you, or you establish that a mandated claimant is absent (and has not made contact to inform you why they could not participate) you must make a DMA referral on the grounds that the claimant has not attended as required and therefore failed to comply.
- 4.05 The DMA referral must be made at the end of the provision week for which any failures to attend/ participate occur, for example where a claimant has been notified to participate for the period 22nd September to 28th September and has an initial unacceptable absence on the 23rd September you should make the referral on the 28th September and ensure all periods of failure within that provision week are notified.

Acceptable Absences

- 4.06 Where the claimant has made contact prior to attendance of a mandated activity and has stated they cannot attend you must investigate whether the claimant has an acceptable reason for non-attendance. Acceptable absences are defined below.

Attendance at job interview, JCP interview or medical appointment

- 4.07 Claimants require flexibility to attend occasional JCP interviews, medical appointments (i.e. doctor, dentist, hospital) and job interviews that cannot be arranged at a time outside the hours of the placement/ provider-led jobsearch.
- 4.08 Provided the claimant has written evidence of their appointment, and notifies you in advance of the absence, a DMA referral would not be appropriate where a claimant is absent due to a job interview or medical appointment.
- 4.09 **Please Note:** In exceptional circumstances i.e. where the claimant has had little time to obtain evidence a first appointment may be accepted without written evidence, but you must warn the claimant that any subsequent or recurrent job interviews or medical appointments that they can not verify by evidence will result in a DMA referral being made.

Domestic emergencies and other unexpected events

- 4.10 Whilst participating in CWP, claimants may request time off due to domestic emergencies, e.g. a burst water pipe, fire, a break in at home, funerals, serious illness or accident of a close relative or close friend etc.
- 4.11 If a claimant informs you that they are unable to comply with a mandated activity due to a domestic emergency or other unexpected event, you must phone your contact in JCP to check if the claimant's reason for absence can be accepted.
- 4.12 **Please Note:** Where JCP informs you the reason for the domestic emergency or other unexpected event cannot be allowed you must reiterate to the claimant their requirement to comply and that failure to comply may result in a benefit sanction.

Should the claimant not comply a DMA referral must be made (at the end of the provision week - LMDM teams will then investigate further and request the claimants' reasons for non-compliance).

- 4.13 Where a claimant informs you that they cannot attend due to a domestic emergency or other unexpected event and is not present (e.g. is contacting you by telephone) you must tell the claimant that you need to contact JCP and established if the absence is acceptable. It is therefore vital the claimant understands that you will be contacting them to inform the result of the conversation with JCP and if no contact can be made the claimant will be subject to a DMA referral should they not participate as mandated.

Civic Duties

- 4.14 Whilst participating in CWP claimants may require time to attend civic duties such as;

- Reserved Forces training
- Life Boat crew duties
- School Governors
- Part Time Fire-Persons
- Volunteer Special Constables
- Lay Member of Police Authorities
- Youth Offender panel member
- Jury Service
- Members of patient and public involvement forums

NOTE: This list is not exhaustive.

- 4.15 When a claimant contacts you to say they are unable to attend a mandated activity due to a civic duty, you must advise the claimant to phone JCP. Jobcentre Plus will then advise you how to proceed; e.g. changes to hours available to participate.
- 4.16 Where participation in civic duties can be verified and evidenced, you may count this participation (for the duration of evidenced duties) towards claiming completion outcomes.

Attendance at Open University residential courses

- 4.17 Whilst participating in CWP claimants may require time to attend Open University residential courses. Where a CWP claimant informs you in advance that they will be absent due to an Open University residential course, you must direct the claimant to report this to JCP. JCP will check with the claimant to ensure they will be Available and Actively Seeking Employment throughout the proposed period and will notify you provided this is accepted.

Sickness

- 4.18 It is the claimant's responsibility to notify JCP when they are sick. However if a work placement host or jobsearch provider informs you, or you establish that the claimant is absent due to sickness you must phone your contact in JCP to notify them that the claimant is sick and allow JCP to check the claimant's sickness record.

- 4.19 Where JCP informs you that the claimant has already had two periods' (of up to 2 weeks each) absence due to sickness in the previous 12 months you must make a DMA referral (at the end of the current provision week) detailing on the DMA referral the date the claimant states they became sick and any other relevant information (LMDM teams will then investigate further and request the claimants reasons for non-compliance).

Acceptable Absence counted towards attendance for Completion Fees

- 4.20 The period of acceptable absence can be counted towards the weekly requirement (noting evidence you may have gathered/ seen where appropriate e.g. interview letters, appointment cards). For example, where a claimant fully participated in a provision week apart from an afternoon where they had attended at a Job Interview, had a doctor's appointment or attended a funeral (and had previously notified you) you may count this time towards the claimant's attendance (for a maximum of the remainder of the current provision week only and you must ensure you record this).
- 4.21 The period of absence allowed must be proportionate to the event e.g. a nearby job interview should not warrant a whole day or multiple day absence.
- 4.22 **Please Note:** Apart from in circumstances where a claimant is undertaking civic duties (where continued undertaking of duties is required and acceptable) you may not start to claim for a subsequent provision week until the claimant has returned to participating in a work placement (further information regarding provision weeks and completion fees can be found in [Section 5](#)).
- 4.23 In a provision week where a participant has a period of participation but then becomes sick you may count this sickness period towards the provision week requirement (for a maximum of the remainder of the current provision week only and you must ensure you record this). For example, where a claimant fully participated on a Monday and Tuesday but was sick for the remainder of the week, you may claim this as a provision week.
- 4.24 **Please Note:** You may not start to claim for a subsequent provision week until the claimant is fit to continue and returns to participating in a work placement.

Benefit conditionality while participating on CWP

- 4.25 Whilst on CWP, claimants will remain on JSA and therefore will be required to attend the Jobcentre for jobsearch reviews (generally fortnightly) and confirm they are continuing to meet JSA conditionality (actively seeking and available for work). Wherever possible JCP will arrange a suitable time to ensure that this or any other required attendance does not impact negatively on the claimant's work placement.
- 4.26 Where it is not possible to make such an arrangement, and a claimant's JCP jobsearch review falls within a proposed period of attendance you must allow claimants time to attend and ensure that reasonable (in the claimant's circumstances) travel time from

the placement to the attendance site and back again is factored into any planning for placement attendance and any mandation to do so.

- 4.27 In these circumstances you may count the claimant's travel and attendance at JCP jobsearch reviews towards the claimant's weekly attendance but must ensure you document and evidence the time.

Claimant Changes of Circumstance

- 4.28 It is the responsibility of the claimant to notify JCP of any change in their circumstances that occur whilst they are on CWP provision. Where a claimant informs you of a Change of Circumstance (CoC), you are to direct claimants to immediately report the change to JCP.

- 4.29 From 23rd November 2015 for JSA participants you will be notified of the following Change of Circumstances (CoC) via unencrypted email by the CEPD1 form or via the **Contingency Process** below.

- Address (includes transfer of JCP District)
- Additional support / reasonable adjustments (e.g. New Work Capability outcome)
- Admission / discharge hospital
- Appointee / Power of Attorney
- Caring responsibilities
- Change of benefit (e.g. off JSA to IS/ESA)
- Changes to participant's conditionality
- Changes that affect participant's work-related requirements (e.g. Jury service, civic duties, domestic emergency, easements for domestic abuse/violence)
- Claim termination / benefit ends
- Death
- Imprisoned / leaves prison
- JSA extended period of sickness
- Name
- New claim IS
- New claim JSA
- Part-Time education
- Period of sickness (restrictions and duration)
- Restrictions (e.g. attendance)
- Starts / ends work (inc. p/t, vol, s/e, permitted)
- Signing day/cycle
- Telephone number

Please Note:

All notifications for Special Customer Record (SCR) and Multi-Agency Public Protection Arrangements (MAPPA) customers will remain clerical notifications and will not be sent via email. For further information with regards to MAPPA and SCR cases and what action you need to take please refer to [Generic Provider Guidance Chapter 2 – Delivering DWP Programme Provision](#).

- 4.30 On receipt of the notification of participant change of circumstances: ensure that the participant has been referred to you or your sub-contractors
- 4.31 if referred by email, check that only one change of circumstances form has been attached to the email
- 4.32 if you have received a change of circumstances form for a participant who has not been referred to you or your sub-contractors, or an email containing more than one customer record, or an email sent to an address other than your designated inbox please address you must notify DWP (see also paragraphs 5.21 and 5.23 below).
- 4.33 To mitigate the risk of data being lost, DWP Operational Security has restricted the number of client records (i.e. CEPD1 form) that may be transmitted via the unencrypted email process to a maximum of one client record (i.e. one CEPD1 form) per email. **If more than one client record per email is sent via the unencrypted email process, this will constitute a security breach and must be reported to DWP as per current instructions (see [Generic Provider Guidance, Chapter 8 – Information Security, Paragraphs 25 to 28](#)).**
- 4.34 If you receive more than one CEPD1 form in an email and you are satisfied that the participants are attached to you or your sub-contractors, you may process the change as normal as well as reporting this as a security incident to DWP Operational Security (**see [Generic Provider Guidance, Chapter 8 – Information Security, Paragraphs 25 to 28](#)**).
- 4.35 If you receive a CEPD1 form for a participant who is not attached to you or your sub-contractors, you must report the security incident (**see [Generic Provider Guidance, Chapter 8 – Information Security, Paragraphs 25 to 28](#)**) and then delete the email and CEPD1 form(s).
- 4.36 The notification will be sent on a CEPD1 form from individual Jobcentre Plus email inbox addresses. The format of the JCP email addresses will be **'name@dwp.gsi.gov.uk'**
- 4.37 To mitigate the risk of information other than that permitted by DWP security, each email sent by Jobcentre Plus will adhere to the standard email protocols listed below.
- 4.38 You will receive only one CEPD1 form per e mail. The standard wording displayed in the email "Subject Box" will be:

CEPD1_Community Work Placement_CPA number_participant surname_last three digits of participants NINO

For example:

CEPD1__Community Work Placement_CPA11_Sample_56_C

Note: It **will not** be possible for you to notify DWP of participant change of circumstances via unencrypted email. You should continue to use processes contained within paragraph 4.28 when informing JCP of a Change of Circumstances.

Contingency Process

- 4.39 There may be occasions when due to circumstances such as IT failure you are temporarily unable to receive change of circumstances via unencrypted email from JCP offices.
- 4.40 In these circumstances you must ensure that your District Third Party Provision Manager (TPPM) is kept informed of the situation and how long you anticipate it lasting.
- 4.41 The TPPM will inform JCP colleagues of the situation and they will temporarily suspend the use of unencrypted email.
- 4.42 If you anticipate the situation will continue for 48 hours or longer you must revert to the Change of Circumstances clerical contingency of receiving the CEPD1 through the post until the problem is resolved and you are able to use the unencrypted email again.
- 4.43 Your District TPPM should be kept updated and prior to you starting to use the contingency arrangements you must inform the TPPM when these arrangements will start. Also before you begin to use the unencrypted email process again you must notify the TPPM.
- 4.44 If JCP have an I.T. failure, your District TPPM will notify you if the problem will last for longer than 48 hours. and that JCP will revert to the contingency arrangements of sending the CEPD1 form through the post.
- 4.45 Once resolved, your TPPM will notify you when you can expect to start receiving electronic change of circumstances forms again.

Reclaims to benefit

- 4.46 Where a claimants benefit claim ceases (having started but not completed CWP) and a subsequent reclaim to JSA is made, JCP will notify you (contacting your nominated

contact by telephone) to arrange re-engagement and participation to complete their remaining [allotted time](#).

- 4.47 Where a claimant has previously started CWP there will not be another electronic referral and you will not be paid a further start fee for claimants who leave benefit (e.g. for employment) but then return to CWP during the allotted time period.

Participant changes address

- 4.48 JCP will notify you if a claimant changes their address and also if the change affects the claimant's participation.
- 4.49 Once the claimant has started CWP, if the change of address means that the claimant continues to attend a JCP office within the current CPA, their participation on the provision will be unaffected. However, if the change means that the claimant will attend at a JCP office outside the CPA, you will be expected to consider if continued participation is appropriate.
- 4.50 If the placement remains in the claimant's local travel to work area participation should continue (Claimants are not required to participate in any location which would normally take the claimant more than 90 minutes via public transport to travel to or from their home).
- 4.51 If the claimant moves address to a CPA where commuting to provision is unreasonable your delivery requirements will cease. However, where possible and where suitable arrangements can be put in place (e.g. where you have a delivery presence in the new CPA, or choose to deliver provision through a sub-contracting arrangement) you should continue to work with claimants and will remain eligible to claim for outcomes provided definitions are met. JCP will contact you to discuss on-going participation where a claimant moves CPA.

Claimant holiday entitlement

- 4.52 Jobseeker's Allowance Regulations allow claimants to be treated as actively seeking employment when away from home on holiday (within GB once in a rolling 12 month claim period) but they must be willing and available to return immediately to take up employment.
- 4.53 Where a CWP claimant informs you in advance that they would be absent on holiday and will be unable to comply with a mandated activity, you must direct the claimant to report this to JCP. JCP will check with the claimant to ensure they will be available and actively seeking employment throughout the proposed period and will notify you provided this is accepted.
- 4.54 Periods of holidays cannot be counted towards participation for claiming outcomes.

Unacceptable Behaviour

- 4.55 You may experience a wide range of behaviour from the claimant group referred to CWP. This may include those claimants who exhibit difficult, aggressive, or sometimes violent behaviour. However, you cannot select the claimant with whom you work. (Further information regarding unacceptable behaviour can be found in [Chapter 2 of Generic Provider Guidance](#)).
- 4.56 Claimants on DWP provision have a responsibility to behave in an appropriate manner, just as they would if they were in employment and you must explain what constitutes appropriate behaviour as part of the claimant's initial engagement meeting/ induction.
- 4.57 Where cases of misconduct or unacceptable behaviour by claimants arise, you must immediately deal with it in the most appropriate manner. Where the inappropriate behaviour is of a minor nature, such as an initial refusal to co-operate where the activity is mandatory, you must make a DMA referral in relation to the activity the claimant failed to undertake.
- 4.58 If a claimant's behaviour is such that effective participation is not possible, in the first instance you must discuss this with JCP. As a last resort a decision may be made to exclude due to misconduct (further information regarding excluding claimants on the grounds of misconduct found in [Section 3](#)).

Bank Holidays

- 4.59 Where a bank holiday falls on a day that a claimant would be required to attend a work placement the claimant must be excused attendance on the work placement and the hours of attendance for that week should be reduced by 1/5th to take account of the bank holiday. The claimant should therefore complete at least 24hrs (or hours proportionate to their restrictions) on a work placement where there is a bank holiday day during the participation week. You remain required to deliver a minimum of 4 hours provider-led jobsearch regardless of any work placement reductions.
- 4.60 Claimants are also not required to undertake jobsearch activity on bank holidays, Christmas and New Year opening
- 4.61 Where the placement host is closed over the Christmas and New Year period but the CWP provider is delivering alternative appropriate activities, these days may be counted towards completed weeks for completion fee purposes (up to a maximum of 7 working days).
- Evidence of the placement host closure should be retained for evidence purposes.
 - Evidence of the alternative activities should be recorded and retained.
- 4.62 You must ensure your designated point of contact for the booking of Initial Engagement Meetings is resourced where JCP referral offices are open over Christmas and New Year.

Participant is Unable to Source Childcare during a School Holiday

- 4.63 Some participants may already have restrictions on their participation on provision to accommodate their responsibilities as a parent. During a school holiday it is possible that some of these participants may be unable to locate additional childcare. Where this occurs, JobCentre Plus (JCP) may restrict their participation on CWP further or even to zero hours per week.
- 4.64 Any restrictions applied will only apply to the participant's requirement to attend a placement, the jobsearch requirement will still remain. In some cases it may not be suitable for a participant to attend facilitated jobsearch and you should consider an alternative delivery method and evidence gathering during this period.
- 4.65 You should be notified by JCP of this change in restrictions via the Change of Circumstances process, on a CEPD1, and you must retain this notification.
- 4.66 Any weeks where the participant has had their hours restricted, on placement, to zero, these may be counted towards a placement outcome as long as the 4 hours of jobsearch has been delivered and evidenced.
- 4.67 A period where participation has been restricted to zero hours, this has occurred should be entered as a separate work placement within the Job Details section of PRaP. (See example at the end of this part of guidance).
- 4.68 When inputting a work placement into the Job Details screen of PRaP that includes reduced or zero hours period, you must enter the Job Title as "*Unable to Source Childcare 2910*".

Note: The code is added to the sector code list in Section 5 of Provider Guidance.

- 4.69 In the Working/Shift Pattern screen you enter "*0 hours*" each day.
- 4.70 In the Additional Information facility in the Job Detail section of PRaP, when submitting your claim. Please record the following in PRaP, complete with this wording; Please record the following in Additional Information facility in the Job Detail section of PRaP, when submitting your claim.

Unable to Source Childcare
Hours Restricted to per week: *x [insert the number of hours]* Hours
Date Restriction Started: *dd/mm/yy [insert the start date]*
Date Restriction Ended: *dd/mm/yy [insert the end date]*

Note: You can only apply these conditions after a participant has started a placement. If the participant has not attended a placement when you are notified of this change, you cannot count these weeks towards a short or long placement completion fee.

Extended Period of Sickness

- 4.71 Extended Period of Sickness (EPS) is effective from 1 April 2015. A Jobseekers Allowance (JSA) claimant may choose to remain on JSA during a period of sickness instead of claiming Employment Support Allowance (ESA). This can be done for up to a period of 13 weeks, at which point they will need to make a claim for ESA.
- 4.72 A medical practitioner will determine if any restrictions on hours of work or duties may apply and record these on a Fit for Work (FfW) note. If any restrictions are applied you will be notified of these via the Change of Circumstances process and you should follow the procedures set out in Sections 1 & 2 of CWP Provider Guidance on restrictions and additional support.
- 4.73 If there is a period where restrictions apply, within the Working/Shift Pattern area of the Job Details screen of PRaP you should record in the Additional Information part of the Job Details screen;

Participation Reduced by FfW Note
Hours Restricted to per week: x Hours
FfW Start Date: *dd/mm/yy*
FfW End Date: *dd/mm/yy*

- 4.74 For a small number of participants the medical practitioner may decide the participant is unable to work, in these cases FfW note will have marked with "Cannot Work". In these cases the participant does not have to attend placement or look for work. You will be notified by JCP of this and you must retain this notification.
- 4.75 For these cases you can count these weeks towards placement outcomes, up to a maximum of 12 provision weeks. A period where this has occurred should be entered as a separate work placement within the Job Details section of PRaP.
- 4.76 When inputting this period in the Job Details area of PRaP you should enter the Job Title as "Extended Period of Sickness 7930"

Note: The code is added to the sector codes within Section 5.

- 4.77 In the Working/Shift Patten you record "0 Hours" each day.
- 4.78 You then record the following in the Additional Information facility in the Job Detail area of;

Fit for Work Note states Cannot Work
Period of Sickness Start Date: *dd/mm/yy*
Period of Sickness End Date: *dd/mm/yy*

Note: You can only apply these conditions after a participant has started a placement. If the participant has not attended a placement when you are notified of this change, you cannot count these weeks to a short or long placement completion fee claim.

- 4.79 When the period of sickness has concluded you should be notified by JCP that any restrictions have been lifted via the Change of Circumstances process. You can then mandate the participant in line with the participant previous circumstances.

Examples

- 4.80 A participant starts a work placement as an Administration Assistant on 04/01/16. Then on 18/01/16 you receive a notification from JCP that there is a period of sickness covered by a FfW note of 16/01/16 – 14/02/16, where the Cannot Work box is ticked. The participant returns to placement on 15/02/16 and remains for a time where you can claim a placement outcome. In PRaP you would enter

Work Placement 1

Job Title: Administration Assistant
Start Date: 04/01/16
End Date: 15/01/16

Note: Complete all remaining areas of the Job Details section in line with guidance.

Work Placement 2

Job Title: Extended Period of Sickness 7930
Start Date: 16/01/16
End Date: 14/02/16
Working/Shift Pattern: 0 Hours for each day

Additional Information:

Fit for Work Note states Cannot Work
Period of Sickness Start Date: 16/01/16
Period of Sickness End Date: 14/02/16

Work Placement 3

Job Title: Administration Assistant
Start Date: 15/02/16
End Date: 27/03/16

Note: This example would satisfy the criteria for a Short Completion Outcome Fee.

Note: Complete all remaining areas of the Job Details section in line with guidance.

Note: The principle of this example applies to those participants who have been unable to source childcare and had their work placement participation reduced to zero hours.

Section 5 – Allotted time, gaps between placements and outcomes

This section covers:

- [Allotted Time](#).
 - [Gaps between Work Placements](#).
- [CWP Tracking Period](#).
- [Start Fee](#).
- [Completion fees](#).
 - [Short Completion Outcome Fee](#).
 - [Long Completion Outcome Fee](#).
 - [Fig 1. Completion Outcome Eligibility Examples](#).
 - [Completion Outcome Fee Part-weeks](#).
 - [Fig 2. Completion Outcome Fee Part-week](#).
- [Job outcome fee](#).
 - [Employment](#).
 - [Fig 3. Job Outcome Eligibility Examples](#).

Allotted Time

- 5.01 CWP allotted time is 30 weeks. The allotted time period is continuous and starts at the point of CWP referral. From this point you will have 30 consecutive weeks to deliver your service requirements and achieve completion outcome fees.
- 5.02 **Please Note:** Where a claimant's benefit claim ceases and a subsequent [reclaim to JSA](#) is made beyond 30 weeks following referral, the claimant will not return to you to complete a 'balance of time'. Claimants will only be signposted back to you to complete any remainder of allotted time (not balance of time) e.g. where a claimant started CWP, gained employment and left provision at week 10 of allotted time, and returned to benefit 6 weeks later they would be required to undertake the remaining 14 weeks CWP allotted time.
- 5.03 Where a claimant completes 26 weeks' work placement participation prior to completion of allotted time, you must continue to deliver provider-led jobsearch support (a minimum of 4 hours) and may also continue to work with claimants to consolidate skills and experience and work towards securing employment.

Gaps between Work Placements

- 5.04 A work placement may last for up to 26 weeks. We recognise that in some circumstances participation in a single work placement of 26 weeks may not be possible. If necessary, the provision duration can be made up of several shorter work placements. However you will need claimants to achieve a minimum of 22 weeks on work placement(s), in employment, or a combination of work placement and employment in order to achieve 100% completion outcomes (further information regarding completion fees is detailed below).
- 5.05 If a gap between work placements is necessary we expect that this would not exceed five working days.

- 5.06 Once a claimant has started CWP and is between placements (where 26 completed weeks have not been achieved) in the absence of placement activity, you must ensure that claimants undertake provider-led jobsearch and/ or other work-related activity for 30 hours per week (a minimum of 6 hours a day Monday to Friday) subject to restricted availability. This requirement commences immediately where placement activity is unavailable.
- 5.07 **Please Note:** Time spent providing jobsearch support or other work-related activity (in the absence of work placement/ employment) cannot be counted towards completed weeks for a completion fee.

CWP Tracking Period

- 5.08 Your delivery requirements and the claimant's CWP participation requirements cease on completion of allotted time. The CWP tracking period will be a period of 2 weeks following the end of allotted time. During the tracking period you are not required to work with claimants and can no longer mandate them to undertake activity. **Please Note:** After 32 weeks from referral date (30 weeks allotted time plus 2 week tracking period), PRaP will automatically end the referral with a reason of 'End of Allotted Time).
- 5.09 Employment which commences within the tracking period may contribute to a job outcome claim. Employment periods counting towards a job outcome can be cumulative within the claimant's allotted time and tracking period (multiple breaks and/or job starts acceptable), but must be continuous once the tracking period has ended (no breaks).

Start Fee

- 5.10 You will be eligible to claim a Start Fee once the claimant has participated in an initial engagement meeting and started a work placement, (or started [employment](#)).
- 5.11 Before you make a claim for a Start Fee you must ensure;
- You hold evidence to support your claim e.g. evidence of attendance at the initial engagement meeting plus either confirmation of placement start, or confirmation of employment.
 - You have recorded details of all employment **AND** work placement information in relation to the start fee claim in the Job Details screen in PRaP, **prior** to making the claim.

Completion Fees

Short Completion Outcome Fee

5.12 You will be eligible to claim a Short Completion Outcome Fee once a claimant (within the Allotted Time) has;

- Completed a period of between 12 and 21 weeks [Required Weekly Attendance](#) (this may be made up of a number of placements); Or,
- Completed a period of between 12 and 21 weeks [Employment](#); Or,
- Completed a combination of [Employment](#) and [Required Weekly Attendance](#) that totals a period of between 12 and 21 weeks.

5.13 Only one Short Completion fee can be claimed for each claimant per period of Allotted Time. Please see [Fig 1](#) for examples.

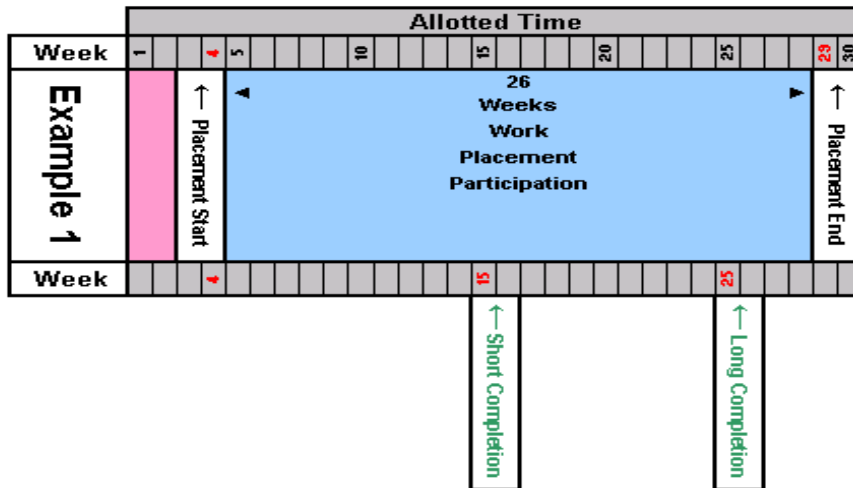
Long Completion Outcome Fee

5.14 You will be eligible to claim a Long Completion Outcome Fee once a claimant (within the Allotted Time) has;

- Completed a period of between 22 and 26 weeks [Required Weekly Attendance](#) (this may be made up of a number of placements); Or,
- Completed a period of between 22 and 26 weeks [Employment](#); Or,
- Completed a combination of [Employment](#) and [Required Weekly Attendance](#) that totals a period of between 22 and 26 weeks.

5.15 Only one Long Completion fee can be claimed for each claimant per period of Allotted Time. Please see [Fig 1](#) for examples.

Fig 1. Completion Outcome Eligibility Examples

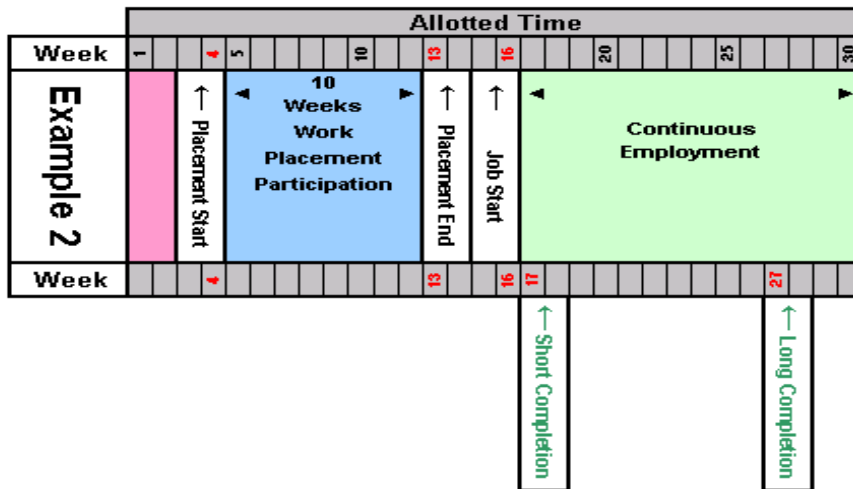


Short Completion Outcome: 12 weeks work placement participation.

Where a claimant starts a work placement at the beginning of week 4 and participates for 12 full weeks (until the end of week 15) the provider will be eligible to claim a short completion fee.

Long Completion Outcome: 22 weeks work placement participation.

Where a claimant continues to participate for a further 10 full weeks (until the end of week 25) the provider will be eligible to claim a long completion fee.



Short Completion Outcome: 10 weeks work placement participation + 2 weeks employment = **12 weeks**.

Where a claimant starts a work placement at the beginning of week 4 and participates for 10 full weeks (until the end of week 13), secures employment at the beginning of week 16 and stays in employment for 2 full weeks (until the end of week 17) the provider will be eligible to claim a short completion fee.

Long Completion Outcome: 10 weeks work placement participation + 12 weeks employment = **22 weeks**.

Where a claimant remains in employment for a further 10 full weeks (until the end of week 27) the provider will be eligible to claim a long completion fee.

5.16 Before you make a claim for a Short or Long Completion fee you must ensure:

- You hold evidence to support your claim e.g. evidence of placement participation (including records of weekly attendance and hours undertaken and which are endorsed by the claimant and placement provider), evidence of weekly provider-led jobsearch (including records of weekly attendance and hours undertaken and which are endorsed by the claimant and deliverer of jobsearch), and/ or, evidence that the claimant has been in employment for required periods.
- You have recorded details of all employment **AND** work placement information in relation to the completion fee claim in the Job Details screen in PRaP, **prior** to making the claim (including work placement sector 'code' in the job title field).

5.17 When recording work placement information in PRaP you are required to record one of the following sector codes in the job title field:

| Code | Work Placement Sector |
|------|------------------------------|
| 1190 | Retail (Charity Shop) |
| 7111 | Retail (Other) |
| 4159 | Administration/Clerical |
| 9235 | Waste/Recycling Services |
| 9260 | Warehouse/Stock/Distribution |
| 5113 | Maintenance of public spaces |
| 6145 | Caring/Social/Community Work |
| 9999 | Other |

5.18 **E.g.** When recording details for placements involved with undertaking retail duties in charity shops in the PRaP Job Details Screen, you are required to specifically record: **1190** in the job title field.

5.19 If recording 'Other', you are required to record a short description of the work placement sector in the job title field as a suffix to the sector code, 9999 e.g. 9999 Animal charity support activities.

5.20 You may then make a claim to a CWP Short or Long Completion fee for the claimant through PRaP in the 'create advanced shipment' screen recording:

- **Date 1:** The start date (the date the claimant starts on a work placement or starts employment).
- **Date 2:** The date you become entitled to the completion fee.

Completion Outcome Fee Part-weeks

5.21 **Please Note:** You must ensure that a 30 hour per week work placement is delivered for claimants (dependant on restrictions) and completion outcome claims and evidence must reflect this. However, you may make up a maximum of two weeks participation per claimant using part-week placement participation.

- 5.22 You may only use two blocks of placement participation which must be of 15 hours or above achieved over the course of the provision week. Blocks of placement activity must be contained within a defined period covering a week (a consecutive 7 day period) and any participation period in a defined week may only be used once.
- 5.23 You must also ensure that during the two part-week periods used to make full week a minimum of 4 hours provider-led jobsearch has been achieved and evidenced. Please see Fig 2 for example.

Fig 2. Completion Outcome Fee Part-week

| | | Jul-14 | | | | | | | | | | | | | | Aug-14 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|-------------------------|----------------------|--------|---------------|---|---|----|----|----|-----------|----|----|----|----|----|-----------|--------|----|----|----|----|---------------|----|----|----|----|-----------|----|---|---|---|---|-----------|---|---|---|---|----|----|----|----|----|----|----|----|----|
| Date | Day | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| Day | Day | S | M | T | W | T | F | S | S | M | T | T | F | S | S | M | T | T | F | S | S | M | T | T | F | S | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M |
| Placement Participation | Placement Week Start | ↑ | PART WEEK (a) | | | | | ↑ | FULL WEEK | | | | | ↑ | FULL WEEK | | | | | ↑ | PART WEEK (b) | | | | ↑ | FULL WEEK | | | | | ↑ | FULL WEEK | | | | | | | | | | | | | |
| Day | Day | S | M | T | W | T | F | S | S | M | T | T | F | S | S | M | T | T | F | S | S | M | T | T | F | S | T | F | S | S | M | T | W | T | F | S | S | M | T | W | T | F | S | S | M |

KEY:

| | |
|--|--------------------------------------|
| | Period of claimant participation |
| | Period of claimant non-participation |

↑ Ceased Participation

↑ Participation Resumes

↑ Ceased Participation

↑ Participation Resumes

- 5.24 E.g. In the provision week July 7th – July 13th The claimant has not participated in a work placement for required durations and therefore will not have accrued required placement participation duration (e.g. 30 hours) for it to be claimed as a full week towards completion fees.
- 5.25 This period of placement participation can be used towards completion fees as a 'part-week' **provided that:**
- There is another part-week period of placement participation to couple this with (e.g. in the example 31st July – 4th Aug); **and,**
 - In both part-week periods the claimant has undertaken a minimum of 15 hours placement participation over a provision week **Please Note:** or proportionate reduced participation due to restrictions e.g. for a claimant with restricted availability who was only required to undertake 20 hours activity a week we would expect a minimum of 10 hours placement participation in both periods); **and,**
 - A minimum of 4 hours provider-led jobsearch can be evidenced over the two periods.

5.26 Where you wish to use a part-week when recording details for placements in the PRaP Job Details Screen, you are required to record **(P)** prior to the work placement sector code in the job title field. E.g. **(P) 1190**.

Job outcome fee

5.27 You will be eligible to claim a Job Outcome Fee where:

- The Job Outcome Date (The Job Outcome Fee eligibility date providers record in PRaP) is after the Job Start Date (The date the claimant starts Employment - The job start date must occur on or after the CWP Start Date and within the CWP Allotted Time (or within the 2 week Tracking Period); and,
- The claimant has been in Employment for a cumulative period of 26 weeks, where periods of Employment begin on or after the CWP Start Date and within the Allotted Time (or within the 2 week Tracking Period).

5.28 **Please Note:** The job outcome period begins to accrue from and including the Job Start Date. Employment periods counting towards a job outcome can be cumulative within the claimant's Allotted Time and Tracking Period (multiple breaks and/or job starts acceptable), but must be continuous once the Tracking Period has ended (no breaks) Please see [Fig 3](#) for examples.

Employment

5.29 To satisfy CWP outcome definitions Employment is defined as employment that takes the claimant off-benefit.

Section 6 – Completing CWP, the claimant portfolio and exit feedback

This section covers:

- [Completing CWP and returning exit feedback.](#)
- [The Claimant Portfolio.](#)
 - [The curriculum vitae \(CV\).](#)
 - [Provider placement reference.](#)
 - [Placement host/ Employer references.](#)
- [Exit Feedback Template.](#)

Completing CWP and returning exit feedback

- 6.01 A claimant will be deemed a CWP Completer where they have completed their Allotted Time.
- 6.02 **Please Note:** After 32 weeks from referral date (30 weeks allotted time plus 2 week tracking period), PRaP will automatically end the referral with a reason of 'End of Allotted Time).
- 6.03 For each claimant that completes CWP allotted time, remains on benefit and is to return to JCP support, DWP require providers to:
- Supply each claimant with a claimant portfolio, and
 - Send an exit report in relation to the claimant to JCP.
- 6.04 Where claimants are no longer on benefit at the point of completing CWP, DWP do not require providers to return an exit report or deliver a claimant portfolio to these claimants.
- 6.05 However, should a claimant return to benefit within 6 months of completing CWP JCP may request an exit report for these claimants. Providers must ensure that information required for exit reports is retained and are required to return an exit report to JCP within 10 working days of the request from JCP.

Claimant Portfolio

- 6.06 The below details the information you must include within a claimant portfolio. Claimant portfolios must be of a professional standard in line with your delivery proposal (e.g. we would not expect a portfolio to simply be a piece of paper in a plastic wallet).
- 6.07 The claimant portfolio is to be used by claimants to market themselves to prospective employers, showcasing their employability and development of the disciplines and skills associated with sustained employment.
- 6.08 You should devise your own professional format for the delivery of claimant portfolios but must ensure as a minimum the, [claimant CV](#), [provider placement reference](#) and any [placement host/ employer references](#) (where received) are supplied.

6.09 You should include any additional information/ products/ certificates you feel may help the claimant market themselves to prospective employers.

The curriculum vitae (CV)

6.10 You must ensure that the claimant CV is developed in collaboration with the claimant and is:

- Typed;
- Short and succinct, 2 sides of a sheet of A4 paper is normally enough; and,
- Current, relevant and positive, emphasising the claimant's achievements, strengths, and successes.

6.11 There is no set format. We are not prescriptive regarding the format of the claimant CV. You should support claimants to produce the most effective and relevant CV possible and have flexibility to deliver the information which best showcases the claimants skills and abilities, you may wish to include the following information:

- **Claimant contact details:** name, address, phone number, e-mail address;
- **A personal profile:** A short succinct statement or bullet points at the beginning of the CV to sell the claimant, their skills, experience and personal qualities;
- **The claimant's career history:** Including dates (including work placement(s), with the most recent detailed first);
- **Qualifications, training and skills:** Including any qualifications and training from previous jobs (or the work placement, where appropriate) with the most recent first and include any qualifications from school/ college/ university, certifications, licences; and,
- **References:** You need not include references provided the claimant knows who they can reference (at least one related to employment or placement and referees must agree to this beforehand).
- **Achievements:** Information regarding claimant's past successes, including in past jobs (and work placement), which could be relevant to the type of work the claimant is applying for or demonstrate desirable characteristics (e.g. ambition, dedication).
- **Interests:** Hobbies and leisure activities that highlight responsibilities, skills and behaviours that may be relevant and attractive to prospective employers.

6.12 **Please Note:** The claimant portfolio is to be given to the claimant when they complete CWP and you must retain evidence (endorsed by the claimant) of doing so. You must also ensure a copy of the information included in the claimant portfolio is retained with the individual claimant record.

Provider placement reference

6.13 You should prepare the placement reference after liaison with the work placement host. The provider placement reference must be a formal document, typed, written in a business-like style and presented professionally, in a separate document to the claimant CV.

- 6.14 The provider reference must be an overview of the positive aspects of the claimant's attendance and performance related to the work placement and also detail the work-related skills the claimant has demonstrated and/ or developed and how they have done so (wherever possible and appropriate relating this to the claimant's desired employment sector and/ or occupation type, and local labour market).
- 6.15 We are not prescriptive regarding the format of the claimant placement reference, however in addition to the above requirements, you should consider:
- Using a business letter format e.g. address the reference "To whom it may concern".
 - Starting with a brief introduction e.g. a brief sentence or two explaining the provider's position.
 - Detailing facts regarding the placement e.g. the claimant's job title, and their role, and the dates they were undertaking their work placement.
 - Provide judgement upon the claimant's skills and qualities and any stand-out qualities that the claimant has demonstrated e.g. their enthusiasm, attention to detail, or customer service skills.
 - Close the reference on a positive note, and if you are willing to receive further correspondence about prospective job applications, make this clear. (Including contact details where appropriate).
 - Ending "Yours faithfully".
- 6.16 Within the reference providers must avoid:
- Mentioning any weaknesses the candidate has (where appropriate this can be covered in the exit feedback)
 - Saying anything that could be construed as libel.
 - Writing in an informal manner.
 - Including personal information not relevant to the application.
 - Spelling mistakes, sloppy writing or typos: this reference is hugely important to the claimant, and providers should take care to make it look professional.
- 6.17 **Please Note:** You must not provide misleading information about a claimant in knowledge it may be relied upon by an employer. Therefore do not make positive statements about the claimant if this does not reflect your view. In circumstances where you are not able to provide positive comments about a claimant, you must include a factual reference e.g. "claimant worked in x role from *date* to *date*" without expressing an opinion about the claimant.

Placement host/ Employer references

- 6.18 References from placement hosts and/ or employers should be sought, and where received should be included in the claimant portfolio.

Exit Feedback Template

6.19 Exit feedback should where possible be typed and not hand written and you must ensure the information below is included as a minimum and:

| | | | |
|---|--|-----------------------|--|
| Claimant Name: | | Claimant Nino: | |
| - Placement(s) overview: | | | |
| <i>This should be an overview of the placement(s) attended by the claimant, specifying the duration and role/ occupation type of each placement and also detail any issues encountered in securing or sustaining placements for the claimant, and how they were overcome.</i> | | | |
| - Placement identification and suitability: | | | |
| <i>This section should cover the reasons as to why the placement(s) was/ were chosen for the claimant.</i> | | | |
| - Claimant Performance and Skills Development: | | | |
| <i>This should be similar to the information detailed in the provider placement reference regarding placement performance and the skills the claimant has developed expanding where appropriate.</i> | | | |
| - Further feedback and suggested next steps: | | | |
| <i>Additional to the claimant portfolio information, and should include any further information relevant to the claimant and placement, including any other issues and/ or poor performance encountered, how it was addressed, and suggested next steps for the claimant, including e.g. suggested further interventions required and sector/ occupation best suited for.</i> | | | |

- 6.20 **Please Note:** You must securely send a clerical copy of the exit feedback to JCP with the original retained with the individual claimant record.
- 6.21 For claimants who complete CWP, remain on benefit and are to return to JCP support, you must return the exit report within 10 working days of the claimant completing CWP.

Section 7 – Evidence Requirements and ESF

This section covers:

- [Evidence Requirements](#).
 - [Electronic Signatures and records](#).
 - [Table 1 - Evidence Requirements](#).
- [European Social Fund](#).
 - [ESF requirements for Marketing and Publicity](#).
 - [Cross Cutting Themes for ESF Provision](#).
 - [Additional Cross Cutting Theme for Health](#).
 - [ESF Documentation Retention Requirements](#).
 - [Evaluation and Reporting](#).

Evidence Requirements

- 7.1. You must keep evidence that can support delivery of the provision as specified within this provider guidance document.
- 7.2. You must keep key documentation about the delivery of provision. It is the Prime Provider's responsibility to ensure that documents and data can be relied on. You must have robust systems in place to ensure that documentation (paper or electronic) is securely held and are easily accessible.
- 7.3. [Table 1](#) (over the next pages) lists the documentation that must be retained as a minimum. **Please Note:** In England only, to meet audit requirements for ESF this evidence must be retained until at least 31st December 2023.

Electronic Signatures and records

- 7.4. Electronic signatures and records are acceptable and you must observe the requirements set out in Electronic Signatures Regulations 2002. It is your responsibility to meet the minimum requirements for evidence and that these need to be sufficient for audit purposes (e.g. ESF).
- 7.5. DWP are not prescriptive on how you meet the minimum requirements. It is your responsibility to establish adequate procedures that will ensure the completeness, accuracy and security of data for electronic records. You must be able to demonstrate that the procedures are operating satisfactorily, if required to do so.
- 7.6. **Please Note:** In England only, to meet audit requirements for ESF, where you keep electronic records you must ensure that the systems you use can be accessed at any time up to 31st December 2023. DWP will need assurance from you that this requirement can be met.
- 7.7. **Please Note:** DWP and the National Archives recommend that electronically held data is migrated onto new formats every 5 years to ensure the data remains readable and usable.

Table 1 - Evidence Requirements

| Timing | Process | Evidence Description |
|--|--|---|
| Day 1 | Adviser Referral | <p>Referral in JCP systems (LMS, WSP, PRaP, clerical) – key date from which claim periods are counted from.</p> <p>These are:</p> <ul style="list-style-type: none"> ○ Allotted Time: 30 Week period in which Start fee and Completion fee definitions must be met. ○ Tracking Period: 2 Week period that follows the allotted time in which time. All Job Starts which contribute to towards Job Outcome definitions must occur in the 30 week allotted time and/or the 2 week tracking period. <p>Information from Claimant Commitment delivered within referral information supports evidence of any restrictions to participation that may apply.</p> |
| Contractual Target Within 20 Working Days | Initial Engagement Meeting and Action Planning | <p>Start of Action Planning activities.</p> <p>You must chart all the activities, agreed and signed by the participant initially at the Initial Engagement Meeting and throughout their time on the provision.</p> |
| | Start fee | <p>Start of placement: Confirmation of placement start endorsed by participant and deliverer of activity, organisation address and contact details. Details of agreed placement hours to be undertaken. If reduced hours agreed, evidence of any existing restrictions provided in referral information, or change of circumstance notified by JCP. Providers may wish to record this on the Action Plan.</p> <p>OR</p> <p>Start of employment: Confirmation of employment, organisation address and contact details. Providers may wish to record this on the Action Plan.</p> |
| After 20 Working Days | Jobsearch activity of 30 hours per week in absence of Work Placement | <p>Action plan must show agreed activity requirement. Weekly (a continuous 7 day period) evidence must include hour's undertaken records (30 hours unless restricted availability) endorsed by participant and deliverer of activity.</p> |

| Timing | Process | Evidence Description |
|---|-------------------------|--|
| Within 30 Week Allotted Time | Completion fees | <p>Evidence that within the 30 weeks allotted time there is either 12 weeks (for short completion fee) or, 22 weeks (for long completion fee) evidence of:</p> <ul style="list-style-type: none"> ○ Employment: including organisation address and contact details and evidence supporting employment periods; OR, ○ 30 hours per week placement participation plus 4 hour's job search activity: <ul style="list-style-type: none"> - Evidence to support placement participation must include weekly attendance and hour's undertaken records endorsed by claimant and placement provider. - Evidence to support weekly provider-led jobsearch must include hour's undertaken records endorsed by claimant and deliverer of provider-led jobsearch. - Action plan must show agreed activity requirement; OR, ○ A combination of both. |
| Throughout 30 Week Allotted Time | Provider-led Jobsearch | <p>Weekly evidence of provider-led jobsearch must include hour's undertaken records endorsed by claimant and deliverer of provider-led jobsearch.</p> <p>Action plan must show agreed activity requirement.</p> |
| At 30 Weeks | Claimant Portfolio | Evidence (endorsed by the claimant) to support that the claimant received a claimant portfolio with a copy of the information included in the portfolio retained. |
| | Provision Exit Feedback | On completion of provision original provider exit feedback is retained with a copy being sent to Jobcentre Plus for information on request. |
| After 26 Weeks Employment | Job Outcome fee | <p>Evidence to show:</p> <ul style="list-style-type: none"> ○ Claimant has been in employment for a cumulative period of 26 weeks where job starts begin on or after the CWP start date and within the allotted time and tracking period. ○ Once the tracking period has ended, employment has been continuous. ○ JO definition is met and employment has taken the claimant off JSA. |

European Social Fund

- 7.8. **Please Note:** This section only applies to Contract Package Areas (CPAs) in England only (i.e. all CPAs apart from CPA 8 and CPA 13).
- 7.9. It is your responsibility to adhere to all ESF requirements and to ensure your supply chain does the same. You are accountable for the ESF compliance of your contract. In addition to this annex further details and requirements can be found in the [ESF Guidance](#).

ESF requirements for Marketing and Publicity

- 7.10. You are responsible for complying with contractual requirements for publicity and information-related measures to support ESF, including complying with the publicity requirements of the European Commission.
- 7.11. For the 2014-2020 round of ESF funding, the European Union have now developed slightly different marketing and publicity regulations and recently published them in the [European Structural Investment Funds \(ESIF\) – Branding and Publicity Guidance](#)
- 7.12. You must include the costs of producing publicity material in your tenders.
- 7.13. DWP will work with you on the information that your material needs to cover to ensure the relevant DWP and ESF standards are met. DWP must approve all publicity material before publication or use.
- 7.14. You must ensure your supply chain:
- Displays an ESF poster (or equivalent specified by DWP) in their main delivery locations in a prominent place, where it is clearly visible to staff, individuals and wherever possible, others using the building. The poster should be at least A3 size (portrait or landscape) and contain the following;
 - Name of the project
 - Name of the funding stream (European Social Fund)
 - Brief description of the activity supported by that project
 - The full ESF logo
 - Use the ESF logo on, all documents providers use to support the delivery of the programme, provider websites and leaflets, forms and letters. Further details can be found in the [ESF guidance](#) (you should regularly check and review this guidance);
 - If you or your supply chain is delivering provision in London, you must also use the Mayor of London logo. Providers will also be asked to enter and maintain details of the provision on the forthcoming directory of ESF Skills and Employment Services for London;
 - Remind claimants in England of the ESF financial support throughout their activity;
 - Provide Provider and provision details for inclusion in the ESF public databases;

- Provide DWP with 'Good News' stories, including collecting the relevant information and obtaining individuals permissions for use by DWP in publicising on the ESF website; and
- Issue individuals when they start ESF activity with an ESF leaflet DWPF06 - which explains ESF funding.

7.15. The ESF Managing Authority will maintain a database of contracts on the national ESF website. This will include the names of projects, project Providers and the amount of funding allocated to the project. This will be generated from information supplied by the DWP CFO to the Managing Authority. It may also be used on the European Commission's website. The ESF Managing Authority also publish a communications plan which includes information about the role of Providers in helping to raise awareness of ESF support for employment provision among both ESF individuals and the wider general public.

Cross Cutting Themes for ESF Provision

7.16. You and your supply chain are required to take action to support ESF cross cutting themes of Gender Equality and Equal Opportunities and Sustainable Development.

7.17. You must fully understand the requirements and the following are some key activities that you and your supply chain are required to do:

- Maintain an equality policy, training plans and supplier diversity plan;
- Ensure that a discrimination complaints procedure is in place. Grievance Policy guidance can be found in [Chapter 2 of Generic Provider Guidance](#);
- Ensure an equal opportunities policy is in place for claimants and staff including any key workers;
- Ensure buildings including outreach centres comply with the Equality Act 2010;
- Support and be involved in equality impact assessments undertaken by the Department; and
- Ensure a sustainable development policy and implementation plan is in place which must be submitted to the ESF Performance Manager within 6 months of the contract starting and annually thereafter. Guidance on the requirements for sustainable development can be found in Provider Guidance.

Additional Cross Cutting Theme for Health

7.18. In addition to the above cross cutting themes the London region identifies Health as an additional cross cutting theme for the ESF programme and the London CPAs are required to support the Health theme.

7.19. Within the London CPAs, the prime Provider will need to have a plan in place within six months of the contract start, in line with the vision for a 'Sustainable London' whose aim is to seek to improve the well-being of all Londoners.

<http://www.london.gov.uk/esf/cross-cutting-themes/health>

ESF Documentation Retention Requirements

- 7.20. You must keep key documentation in support of the delivery of and payments for ESF provision. It is the Prime Provider's responsibility to ensure that documents and data can be relied on for ESF audit purposes. You must have robust systems in place across your supply chain to ensure that documentation (paper or electronic) is securely held and is easily retrievable and accessible throughout the retention period.
- 7.21. You are required to retain all relevant documentation until at least 31st December 2023. This must cover:
- A complete audit trail of all relevant documents at all stages of the process (e.g. participant and claim-related documentation);
 - Documentation down to individual level against a specific contract number to provide evidence of payments claimed from DWP – a key EU audit requirement; and
 - Evidence to show compliance with ESF publicity requirements, sustainable development, equality, diversity and equal opportunities.
- 7.22. Documentation must be:
- Properly organised (it is recommended that all the required information for an individual participant is held on a personal file linked to a contract number, which is cross-referenced to a main file to aid retrieval of specific documents to support audit activity);
 - Maintained in good condition to protect the integrity of the information; and,
 - Secure, controlled and easy to access if and when required for audit purposes throughout the retention period.
- 7.23. A document retention policy must be in place and submitted to DWP within four weeks of the contract start. This must include details on how the policy will be implemented, maintained and monitored by the Prime Provider.
- 7.24. The Prime Provider (including their supply chain) can be audited by DWP Internal Auditors, ESF Audit Authority, the European Court of Auditors or the European Commission and the DWP ESF Managing Authority.
- 7.25. Further details on ESF documentation requirements including electronic document retention are included in the generic Provider Guidance.

Evaluation and Reporting

- 7.26. Independent evaluation will be an important element of the ESF provision and you will be asked to cooperate in a range of evaluations, commissioned by the DWP ESF Managing Authority and the DWP CFO.
- 7.27. As part of this evaluation work researchers may wish to visit and interview you and your supply chain, claimants and employers involved in the provision. You may be

asked to provide the relevant contact details and in order to facilitate this process and you should seek advance agreement from participants to take part in evaluations.

- 7.28. Advance notice will be given to you where your cooperation is required.
- 7.29. An end of project evaluation report will also be required highlighting innovative delivery practices and achievements against the cross cutting themes.

Section 8 – Additional Information

This section covers:

- [Additional Information](#).
 - [Fraud Prevention](#).
 - [Data Protection](#).
 - [Legislation and Principal Regulations](#).
 - [Diversity and Equality](#).
 - [Accident reporting](#).
 - [Quality](#).
- [Access to Work Trials](#).
- [Access to Work \(AtW\)](#).
- [Youth Contract Wage incentive](#).
- [Flexible Support Fund \(FSF\)](#).

Additional Information

Fraud Prevention

- 8.1. If you suspect that a participant is committing fraud you should follow the procedures outlined via the National Fraud Hotline: <https://www.gov.uk/report-benefit-fraud>

Data Protection

- 8.2. In order to protect Departmental information appropriately, you must put into effect and maintain the security measures and safeguards appropriate to the nature and use of the information throughout your supply chain. All providers of services to DWP must comply, and be able to demonstrate compliance, with the Department's relevant policies and standards including the DWP Information Systems Security Standards. The Standards are based on and follow the same format as International Standard 27001, but with specific reference to the Department's use. Departmental information must not be processed outside the United Kingdom without the express written permission of DWP in line with the DWP Security Policy for Contractors and DWP Terms & Conditions.
- 8.3. Security assurance for you and your supply chain is through completing a draft security plan. You will have submitted a draft security plan as part of your response to this competition and are expected to maintain this. This will set out the security measures to be implemented and maintained by the prime provider throughout the entire supply chain in relation to all aspects of the service, including processes associated with delivery.
- 8.4. Data security is one of the areas risk assessed by the (CEP) Provider Assurance Team. In addition data security will remain subject to spot checks by the Supply Chain Information Assurance Team (SCIAT). Furthermore, the Head of Compliance will continue to regularly report the number and outcomes of data security checks carried out during the previous quarter to the DWP Permanent Secretary.

- 8.5. In the event of any breach of information security which may or may not result in an investigation by the Information Commissioner's Office (ICO), DWP will consider whether a major breach of contract has occurred within the T&Cs. You will be responsible for paying any fine levied on DWP following an investigation by the ICO in relation to a provider breach.

Legislation and Principal Regulations

- 8.6. You must ensure that you and your supply chain remain compliant with current and future changes in the law and DWP Policy. For example:
- Ensuring the CWP supports the DWP's Public Sector Equality Duty as outlined in the Equality Act 2010;
 - Providing appropriate services to ensure compatibility with the Equality Act 2010 for example, to enable communication with claimants who do not speak English as a first language or who are deaf, hearing impaired or have a speech impediment;
 - Where you are operating in an area with a high ethnic minority population, materials in the appropriate ethnic minority language must be made available on request.

Diversity and Equality

- 8.7. [The Equality Act 2010](#) replaces all previous legislation covering discrimination. You must ensure that you and your supply chain comply with the Equality Act 2010 and also comply with and assist DWP to comply with the Welsh Language Act 1993 and other measures to promote the use of the Welsh language in Wales.
- 8.8. As you will be aware, your approach to diversity and equality is an important factor in the delivery of a DWP contract. You should refer to the Diversity and Equality Schedule in the contract documentation you have and raise any queries and issues with your performance manager.

Accident reporting

- 8.9. All relevant accidents and incidents should be reported to your JCP contact. In addition to your normal arrangements for managing and reporting accidents which may involve claimants on your own provision or on any work placements you have organised, you must also notify your Performance Manager immediately by telephone of any relevant accident. For further information regarding Accident Reporting please see [Chapter 2 of Generic Provider Guidance](#)).

Quality

- 8.10. It is important all organisations responsible for the delivery of DWP Contracted Employment Provision are committed to raising standards. The primary responsibility for improving the quality of provision rests with you, and you will be expected to build and maintain a culture of continuous improvement.
- 8.11. The key elements of the DWP approach to quality improvement are:

- [Generic Guidance Chapter 7 - Continuous Self-Assessment.](#)
- [Generic Guidance Chapter 7 - Planning for Improvement.](#)
- [The Merlin Standard.](#)

8.12. This provides the basis of our approach to maintaining and improving quality in DWP Contracted Employment Provision.

Work Trials

- 8.13. Although periods spent on Work Trials cannot be counted towards placement completion fees, they offer claimants an excellent opportunity to move into paid, sustained employment and therefore claimants must have the ability to undertake them. You would be eligible to outcomes resulting from employment secured from undertaking a Work Trial (provided definitions are met).
- 8.14. JCP will contact you where claimants are to undertake a Work Trial. Your delivery requirements cease during the Work Trial and claimants cannot be mandated to other activity for that period, but you may offer any appropriate support.
- 8.15. **Please Note:** Where agreement is brokered (between yourselves and JCP) that a work trial is appropriate you will be responsible for the payment of the claimant's travel/ overnight subsistence and childcare expenses whilst undertaking the Work Trial.

Access to Work (AtW)

- 8.16. Access to Work support may be available to support claimants in paid employment (not placement). For further information please see: <https://www.gov.uk/access-to-work>.

Youth Contract Wage incentive

- 8.17. Employers who provide eligible employment can access the wage incentive for CWP clients who meet the wage incentive eligibility criteria. For further information please see: <https://www.gov.uk/jobcentre-plus-help-for-recruiters/youth-contract>.

Flexible Support Fund (FSF)

- 8.18. JCP operate a Flexible Support Fund managed locally by District Managers. FSF support cannot be accessed by CWP claimants.
- 8.19. You must ensure you provide support required by claimants to attend and participate fully in provision (e.g. clothing and specialist equipment, adaptations and aids etc.). Please see [Section 2](#) for further information regarding Additional Support.

Section 9 – Performance and Account Management, Assurance, and Evaluation

This section covers:

- [Performance Management and Account Management:](#)
 - [Minimum Performance Levels](#)
 - [Minimum Service Levels](#)
- [Assurance:](#)
 - [European Social Fund \(ESF\) Compliance Monitoring](#)
 - [Contracted Employment Programmes \(CEP\) Provider Assurance Team](#)
- [Programme Evaluation](#).

Performance Management and Account Management

- 9.1. CWP contracts are managed by Account Managers and Performance Managers. Provider performance will be based on an assessment of performance priority which considers a range of factors including contract value, compliance with the contract, performance and security.
- 9.2. You are responsible for managing the contract, including addressing poor performance, arrangements with the placement organisation and also the performance of your sub-contractors. You must ensure that all systems and processes used for the monitoring and recording of performance are robust, provide a clear audit trail of evidence, and give confidence to DWP that you and your supply chain are delivering the Programme in accordance with your overall contractual obligations.
- 9.3. You must appoint appropriate named contacts who will work with the DWP Account Manager and Performance Managers to ensure that CWP is delivered as specified in the contract and that required standards and performance levels are met.
- 9.4. DWP Performance Managers will hold regular Contract Performance Review (CPR) meetings with you which will focus on achieving contractual performance and service targets and improving performance and delivery in line with the Contract. Staff representing JCP districts and Benefit Delivery Centres may also attend these meetings.
- 9.5. DWP will, in the main, use MI presented by PRaP and from assurance activities for the on-going management of the provision and for discussion with you. However, you must ensure that placement and host data for each claimant and evidence to support weekly placement participation (including weekly attendance records endorsed by claimant and placement provider) is also available on request.
- 9.6. As DWP is committed to transparency on how its programmes are working, you need to be aware that MI may also feed into published Official Statistics on CWP. Consequently you must treat information they have access to as restricted, and for your use only, ahead of formal publication. Official Statistics may also cover performance expectations at provider level.

Minimum Performance Levels

9.7. You are required to deliver the following targets:

- 95% of referred participants achieving either a CWP Start and the Start recorded on PRaP within 30 working days of referral, or have appropriate Decision Making and Appeals (DMA) activity immediately initiated for Fail to Attend (the Initial Engagement Meeting) or Fail to Start (placement or employment) and recorded in PRaP within 20 working days of the CWP Referral. Further information regarding CWP starts, failure to comply, and Decision Making and Appeals can be found in [Section 3](#).
- There is a requirement that at least 50% of individual participants referred achieve Start on CWP.
- The Cumulative Backlog of Referred Participants is less than 4%.
- Appropriate DMA is immediately raised and evidenced (within 24 hours of failure to comply as mandated). Further information regarding DMA can be found in [Section 3](#).
- 15% of CWP Starts being converted into Job Outcomes. Further information regarding Job Outcomes can be found in [Section 5](#).
- The performance offer for Short and Long Completion Outcomes being met. Further information regarding Completion Outcomes can be found in [Section 5](#).
- No more than 25% of completed work placement weeks involve claimants undertaking retail duties within charity shops. (**Please Note:** DWP will not be taking action if providers exceed the 25% cap in the first two quarters of the contract). Further information can be found in [Annex 1](#).
- There is an expectation that all Monthly Cohort Minimum Performance Levels for a given month will be met or exceeded.

Minimum Service Levels

9.8. You are required to actively manage provision to ensure appropriate action takes place and is evidenced. The measures to identify that timely access to provision, appropriate communication channels and robust processes are in place include:

- Ensuring that a claimant attends an initial engagement meeting within 20 working days of referral, or appropriate DMA is immediately raised and evidenced (within a working day of failure to comply).
- Ensuring that the claimant starts a work placement or moves into employment (the contractual target is that this takes place within 20 working days of referral), or appropriate DMA is immediately raised and evidenced (within a working day of failure to comply).
- Recording a CWP Start in PRaP within 30 working days of the CWP referral. Or a Fail to Attend/Start within 20 working days of referral.
- Ensuring that Provider-led jobsearch and/or other work-related activity is delivered for a minimum of 30 hours per week for compliant claimants who, do not start CWP (e.g. due to insufficient available placements), or are between placements.

- Immediately (within a working day of failure to comply) making appropriate DMA referrals, where a claimant 'Fails To Attend' their Initial Engagement Meeting or 'Fails To Start' their work placement as mandated.
- Recording in PRaP, where a claimant 'Fails To Attend' their Initial Engagement Meeting or 'Fails To Start' their work placement as mandated, within two working days of the failure.
- Ensuring that a contact telephone number is supplied for the claimant to use to contact you while they are on provision.
- Ensuring claimants participate in 30 hours work placement provision per week (unless participation restrictions apply).
- Ensuring claimants receive a minimum of 4 hours provider-led jobsearch per week.
- Ensuring that where a claimant has started CWP and subsequently fails to comply as mandated, appropriate DMA is raised and evidenced, at the end of the provision week (no PRaP action required).
- Ensuring the development and issue (to the claimant) of a completed, claimant specific, claimant portfolio.
- Ensuring the completion and secure delivery to JCP of claimant feedback within 10 working days of request from JCP.
- Ensuring you meet the requirement to keep documentation to support the work placement(s) start date and future attendance - DWP and/ or auditors, including National Audit Office (NAO) and (in England) ESF auditors can request this documentation at any time.
- Ensuring that the provision environment is conducive with achieving the desired outcomes for the claimant and providers must ensure minimum Health & Safety standards, as laid down in legislation, are met at all times.
- Ensuring that work placements are, of benefit to the community, additional to existing or expected vacancies and that all principles detailed regarding quality of work placements are met.
- Ensuring you undertake required PRaP actions within required timescales.
- Ensuring you check with your Performance Manager before using private sector companies to deliver Work Placements (to confirm a work placement is appropriate both in terms of community benefit and displacement of what would otherwise be paid economic jobs).

9.9. In England only (i.e. all CPAs apart from CPA 8 and CPA 13) it is your responsibility to adhere to all ESF requirements, including the retention of relevant evidence documentation until at least the end of 2023, and to ensure your supply chain does the same. You are ultimately accountable for the ESF compliance of their contract. Further information can be found in [Section 7](#) and in the [ESF Guidance](#).

Assurance

European Social Fund (ESF) Compliance Monitoring

9.10. In England only (i.e. all CPAs apart from CPA 8 and CPA 13), Compliance Monitoring Officers (CMOs) will perform regular evidence based checks to ensure that you adhere to the delivery models set out in your contracts. CMOs will also check that the

ESF Regulatory Requirements, in terms of Marketing & Publicity, Sustainable Development; Equality & Diversity; Document Retention and Health (in London only) are being adhered to. Further information regarding ESF can be found in [Section 7](#) and [Chapter 11 of the Generic Provider Guide](#).

- 9.11. The CMOs monitoring visits include checking the evidence held in the samples of participant records on eligibility and on-programme activity and payment for these individuals supported by you (the Prime Provider) and your supply chain.
- 9.12. All issues arising from CMO monitoring visits are reported to the Performance Management Team, Account Manager and Provider Assurance Team.
- 9.13. Contract review meetings with DWP Performance Managers will include discussions around compliance issues identified by CMOs.

Contracted Employment Programmes (CEP) Provider Assurance Team

- 9.14. The Contracted Employment Programmes (CEP) Provider Assurance Team provides the DWP with an assurance that:
 - Payments made to DWP Contracted Employment Programme Providers are in accordance with DWP and Treasury requirements;
 - Public funds and DWP data are protected; and,
 - Value for money has been obtained.
- 9.15. This work is carried out by reviewing your internal control systems to assess your ability to manage risk across four key areas:
 - **Governance Arrangements** – covering your governance arrangements, systems for tracking and reporting performance and their anti-fraud measures;
 - **Service Delivery** – includes your systems for starting, ending and moving claimants through provision and generally looks to ensure that DWP is getting the service it is paying for. This section also covers management of sub-contractors;
 - **Financial Procedures** – looks to ensure you have in place effective systems to support your claims for payment, including appropriate segregation of duties; and,
 - **Data Security** – looks to ensure you have in place adequate systems to safeguard DWP data whilst it is being stored and/or transmitted around your organisations.
- 9.16. The CEP Provider Assurance Team operate at a national level enabling them to present CEP providers operating across regions with a single view of the effectiveness of their systems – you will have a nominated Senior Provider Assurance Manager and therefore a single point of contact within DWP for management of assurance related issues/concerns.
- 9.17. On completion of each review, you are awarded an assurance rating from the following four categories – weak, limited, reasonable and strong. You will also receive a formal report detailing the review findings including key strengths and areas for

improvement; where weaknesses have been identified you are asked to complete an action plan setting out appropriate steps for improvement and this is followed up at an agreed point.

- 9.18. The rating awarded will determine the timescale for subsequent visits (dependant on resources) and this ranges from within 3 months, where the assurance level is weak up to 12-18 months where the assurance level is strong.
- 9.19. Findings from each review are routinely reported to the relevant contract manager/account manager and other DWP stakeholders. Specific action will be taken where:
- You fail to improve on a weak or limited assurance level, the account manager will take remedial action which may lead to breach activities if you fail to improve.
 - There are suspicions that you may be acting inappropriately, the team will refer you to Internal Investigations who are the experts trained in the legalities and techniques required to do formal investigations.
 - There are serious concerns around data security, these are reported through the respective channels to colleagues in Supply Chain Information Assurance Team.
- 9.20. The results of any investigations carried out by these teams will be fed back to the Provider Assurance Team and this information will be used to inform future reviews and to target specific areas for testing.
- 9.21. The Provider Assurance Team will work with you to ensure that you understand what is expected and are, therefore, adequately equipped to develop robust systems to support your service delivery model throughout the duration of the contract (for further information please see [Chapter 6 of the Generic Provider Guide](#)).

Programme Evaluation

- 9.22. DWP may wish to undertake evaluation of the programme, which may include one or both of in-house and externally commissioned research.
- 9.23. In England only (i.e. all CPAs apart from CPA 8 and CPA 13) ESF Evaluations, conducted by the England Managing Authority, may also include CWP.

Researchers may wish to visit and interview you as part of the evaluation. You will be contacted in advance of any fieldwork. You are required to fully co-operate with programme evaluation activity commissioned by DWP.

Section 10 – Payment Validation

This section covers:

- [Introduction](#)
- [High Level Provider Requirements](#)
- [Payment Types](#)
- [Pre-Payment Validation – Job Outcomes only](#)
- [Post-Payment Validation](#)
- [Start Fee](#)
- [Short Completion Outcome Fees](#)
- [Long Completion Outcome Fees](#)
- [Identifying cases with zero hour restrictions/Extended Periods of Sickness](#)
- [Validating Identified Cases with Restrictions to Zero Hours / Extended Period of Sickness.](#)
- [Job Outcome Fee](#)
- [Post Payment Review Process](#)
- [Community Work Placement Definition Criteria – Table 1](#)

Introduction

10.1. This section covers the validation of the four payment types for Community Work Placements and should be read in conjunction with the Definition section for this provision and in conjunction with Chapter 5 of the Generic Provider Guidance.

High Level Provider Requirements

- 10.2. You are required to satisfy yourselves that you only submit accurate claims for payments that you are entitled to. DWP will utilise its own systems to satisfy itself that the claims are valid. This will include a series of pre and post payment checks to confirm that claimants have started on a work placement and/or employment and are off benefit for the required period of time as outlined in the definitions.
- 10.3. You are required to maintain a robust system of internal control that needs to be sufficient not only to support any claims but also to allow you to undertake internal management checks and independent testing and validation, by DWP and other external bodies. The records maintained should document how and when the appropriate supporting evidence was obtained.
- 10.4. The majority of claims for payment must be submitted via PRaP however where you have a claim for a customer who is granted Special Customer Records (SCR) status (as determined by HMRC Special Section D (SSD), you are required to submit the claim following the SCR clerical claim process which is currently in operation. You must only submit a claim on these forms on the rare occasions that SCR status has been granted.

10.5. Where you require a claim for **any** payment type (pre or post payment) to be removed from PRaP, you need to notify the PRaP Operational Support Team (POST) PRAP.support@dwp.gsi.gov.uk using the current PRaP 14 process. POST will then arrange for the claim to be backed out of PRaP and the recovery of funding where the fee has been paid.

Payment Types

10.6. There are four payment types for CWP these are:

- Start Fee
- Short Completion Outcome Fee
- Long Completion Outcome Fee
- Job Outcome Fee

10.7. The information detailed in the following paragraphs needs to be read in conjunction with Annex 10 on definitions within the CWP Provider Guidance.

10.8. Before submitting a claim you must satisfy yourself that you are entitled to do so in accordance with the definition; you will be making a declaration to this effect on submission of the claim in PRaP.

10.9. You are required at the point you make the Start Fee claim in PRaP to record the host organisation or employer details in the Job Details screen. This information will be used to perform post-payment validation, failure to do so, may result in the claim contributing to the error rate for extrapolation.

10.10. Where you have multiple job starts to record you will need to click on the “create tab” within the Job Details screen to record all details, once completed you then need to click “apply”.

10.11. DWP does not prescribe the way in which you should track claimants or record information about their employment and/or placement activity. There is however specific information that you are required to input to the PRaP system when you submit claims:

- Whether the period is employment, self employment and/or work placement (for work placement select the employment option)
- Employer/s and or host organisation/s contact details including the address, contact name, full business telephone number and email address
- The claimants contact details
- Job title (SOC code for work placements)
- Start date of the work placement/employment
- End date of the work placement/employment (if applicable)
- The number of hours worked/on placement each week
- The working/shift pattern – Please note any claimant restrictions on work placements should to be detailed here. If this section is left blank then PPVT will

assume 30 hours per week applies. If restrictions apply please record the actual number of hours the participant is expected to attend a placement, do not include the time the participant will be undertaking job search activity.

Note: An employee identifier such as a works or payroll number may help us validate but is optional.

Pre-Payment Validation – Job Outcomes only

- 10.12. Every Job Outcome is subject to an Off-benefit Check (OBC) before being released for payment. This automated check is an interface with PRaP and the Customer Information System (CIS), the departmental system that holds benefit history details.
- 10.13. The check is to determine whether the required period (182 days) off-benefit has been identified between the job start date (Date 1 in PRaP) and the outcome qualifying date (Date 2 in PRaP) against the following benefits:
 - Jobseeker's Allowance (JSA);
 - Employment Support Allowance (ESA);
 - Incapacity Benefit (IB) and
 - Universal Credit (UC)
- 10.14. The PRaP system OBC is 'flexed' by 15 days to allow for minor date mismatches. This effectively increases the period the automated check looks for the required number of day's off-benefit, either side of the dates you have supplied in the claim submitted in PRaP, to a maximum of 15 days.
- 10.15. If the claim fails the OBC, i.e. the required period off-benefit has not been identified; the claim will fail pre-payment validation, will not be paid and will be removed (backed-out) from the PRaP system.
- 10.16. Where you have established that an individual has illegitimately stayed on benefit by more than 15 days, you are still able to submit a claim for an outcome on PRaP, by adding the period of overstay to the qualifying date in your claim (Date 2 in PRaP). As long as the claim also satisfies the in-work criteria, and therefore meets the outcome definition of being both in work and off-benefit for the required period during the claim period, and is claimed within the allotted time, it will be considered valid. As with any instance where you have identified potential fraud, you are required to inform Jobcentre Plus. Information on how to make these referrals can be found at www.gov.uk/national-benefit-fraud-hotline.
- 10.17. If a claim fails pre-payment validation and is backed-out of PRaP, it will become available for you to resubmit in the future should you establish a subsequent valid outcome for the same individual. It is expected that the necessary steps will have been taken to further establish the validity of the claim and the information supplied with it.
- 10.18. DWP will keep management information about claims that are rejected and this will be used to inform other activities that may take place, for instance, claims that constantly fail validation could indicate a weakness in providers' systems and feedback of this nature may therefore inform Provider Assurance Team activities (see Generic Guidance Chapter 6 - Provider Assurance for more information).

Post-payment Validation

Start Fee

- 10.19. Each month DWP will randomly select for validation a sample of 17 Start Fees, per contract, that have been paid in the previous month. If the total Start Fees paid is less than 17 for any contract in any month then all claims submitted will be selected. The Provider reports available through i-supplier are not available to view until the sample has been uploaded to PRaP a few days after it has been drawn. DWP will not accept any requests from providers to back-out claims included in the sample once it has been selected.
- 10.20. Please note that for start fees PPVT will have to manually create the Service Requests in PRaP. Until this work has been completed you will not be able to run sample reports.
- 10.21. PPVT will contact the host organisation, the employer or the claimant, using the information you have provided in PRaP, to check the claimant did start the placement /employment. Where you are acting as the host organisation and delivering the work placement, PPVT will contact the claimant to validate the start.
- 10.22. When recording work placement information in PRaP you are required to enter the correct sector codes (see paragraph 5.17, CWP Provider Guidance) failure to complete this action will result in claims failing validation and potentially contributing to the error rate for extrapolation.
- 10.23. Where the host organisation or employer is unable / unwilling to validate the start, PPVT will contact the claimant.
- 10.24. There are four possible validation results:
- **Pass** – A host organisation, employer or claimant confirms the start.
 - **Technical Pass** – A host organisation, employer or claimant confirms that there is a valid claim however the employer or host organisations details recorded in PRaP differ. PPVT will inform you of the correct information and you are required to make the changes in PRaP. The payment will not be recovered and will not contribute to the error rate for extrapolation.
 - **Fail** – A host organisation/employer/claimant provides information which means the condition for payment, as set out in the start definition, has not been met. The individual claim is recorded as an error and will contribute towards the extrapolation rate.
 - **Unable to Validate** – PPVT has either not been able to contact the host organisation/employer/claimant, or they are unable / unwilling to provide the information required to validate the claim. Claims that PPVT has genuinely not been able to validate will be apportioned across the other validation results

- 10.25. In cases where PPVT is experiencing difficulty making contact with the host organisation/employer and/or individual, we may contact you to confirm the details you have supplied in PRaP. PPVT will also contact you where you have submitted incorrect or incomplete information (e.g. unobtainable telephone numbers). You are required to establish the correct information and supply it to PPVT within 5 working days of receiving our request. If you do not provide the detail that enables PPVT an attempt at validation, the claim will fail validation.
- 10.26. Providers must not remove job/host organisation details from PRaP at any time. PPVT will, at post-payment validation, fail claims where the job details have been removed.
- 10.27. If PPVT establishes that a participant has not been in work for a sufficient time within the claim period to meet the requirement but at the point of validation they have (and meet all other requirements), the claim will be treated as a “technical pass”
- 10.28. Where the validation result is a Fail or Unable to Validate, PPVT will look in PRaP to see if a subsequent claim has been submitted. If it has and the job/placement details are different to those on the sample spread sheet PPVT will use these details to try and validate the sampled claim again. If the claim passes it will be classed as a technical pass. .
- 10.29. Where a claim, during validation, has resulted in a technical pass the individual payment is left in PRaP. PPVT will notify you by email of the correct details. You are then required to update PRaP with this information.
- 10.30. Following completion of the Start Fee Post Payment validation you will receive a report every three months detailing all the claims that have either failed validation or that PPVT have been Unable to Validate. . Before any of these claims are used to calculate the error rate for extrapolation, you will have the opportunity to submit additional information that will allow DWP to have another attempt at validation. This process is detailed in paragraphs 73 to 86 of this section.

Short Completion Outcome Fees

- 10.31. Each month DWP will randomly select for validation a sample of 17 short completion outcome fees, per contract, that have been paid in the previous month for validation. If the total short completion outcome fees paid is less than 17 for any contract in any month then all claims submitted will be selected.
- 10.32. The Provider reports available through i-supplier are not available to view until the sample has been uploaded to PRaP a few days after it has been drawn. DWP will not accept any requests from providers to back-out claims included in the sample once it has been selected.
- 10.33. PPVT will contact the host organisation, the employer or the claimant, using the information you have provided in PRaP, to validate the outcome in accordance with the short outcome fee definition. Where you are acting as the host organisation and delivering the work placement, PPVT will contact the claimant to validate the short completion outcome fee.

- 10.34. When recording work placement information in PRaP you are required to enter the correct sector codes (see paragraph 5.17, CWP Provider Guidance) failure to complete this action will result in claims failing validation and potentially contributing to the error rate for extrapolation.
- 10.35. Where the host organisation or employer is unable / unwilling to validate the claim, PPVT will contact the claimant.
- 10.36. For short completion outcome fees which include periods of employment, the sample is matched against HMRC data. This process is checking for tax records against the claimants for the required period. If a record confirms that someone was in employment for any period that counts towards the claim, then these periods will be deemed as meeting the 'in employment' element of the definition.
- 10.37. Any periods that fail this check (i.e. do not have tax records for the required period) will then be subject to further validation by PPVT. PPVT will contact the employer (and/or the claimant) using the information supplied by you at the point of submitting the claim, to check the individual has been in work for the required period looking back from the qualifying date (date 2 in PRaP). PPVT will, where it has not been possible to make contact with the employer; or the claimant is self-employed, contact the claimant in the attempt to validate these periods.
- 10.38. Where the short completion outcome fee consists of a work placement(s), PPVT will validate each period by contacting all host organisation(s) to establish whether the required hours/weeks have been achieved.
- 10.39. Where there is a combination of both work placements and employment, PPVT will validate each period by contacting all host organisation(s)/employer(s) to establish whether the required hours/weeks have been achieved. Periods of employment will also be checked to ensure the off-benefit requirement has been met.
- 10.40. There are four possible validation results:
- **Pass** – A Host organisation/employer/claimant confirms the condition for payment, as set out in the short completion outcome fee definition, has been met.
 - **Technical Pass** – A host organisation, employer or claimant confirms that there is a valid claim however the employer or host organisations details recorded in PRaP differ. PPVT will inform you of the correct information and you are required to make the changes in PRaP. The payment will not be recovered and will not contribute to the error rate for extrapolation.
 - **Fail** – A Host organisation/employer/claimant provides information which means the condition for payment, as set out in the short completion outcome fee definition, has not been met. The individual claim is recorded as an error and will contribute towards the extrapolation rate calculated every 6 months. .

- **Unable to Validate** – PPVT has either not been able to contact the host organisation/employer/claimant, or they are unable / unwilling to provide the information required to validate the claim. Claims that PPVT has genuinely not been able to validate will be apportioned across the other validation results

- 10.41. In cases where PPVT is experiencing difficulty making contact with the host organisation/employer and/or individual, we may contact you to confirm the details you have supplied in PRaP. PPVT will also contact you where you have submitted incorrect or incomplete information (e.g. unobtainable telephone numbers).
- 10.42. You are required to establish the correct information and supply it to PPVT within 5 working days of receiving our request. If you do not provide the detail that enables PPVT an attempt at validation, the claim will fail validation. Providers must not remove job/host organisation details from PRaP at any time. PPVT will, at post-payment validation, fail claims where the job details have removed.
- 10.43. Where the validation result is a Fail or Unable to Validate, PPVT will look in PRaP to see if a subsequent claim has been submitted. If it has and the job/placement details are different to those on the sample spread sheet PPVT will use these details to try and validate the sampled claim again. If the claim passes it will be classed as a technical pass. .
- 10.44. Where a claim, during validation, has resulted in a technical pass the individual payment is left in PRaP. PPVT will notify you by email of the correct details. You are then required to update PRaP with this information
- 10.45. Every 3 months you will receive a report detailing the claims which during the monthly validation exercise DWP have either failed or been unable to validate.. Before any of these claims are used to calculate the error rate for extrapolation, you will have the opportunity to submit additional information that will allow DWP to have another attempt at validation. This process is detailed in paragraphs 73 to 86 of this section.

Long Completion Outcome Fees

- 10.46. Each month DWP will randomly select for validation a sample of 17 Long Completion Outcome Fees, per contract, that have been paid in the previous month. If the total Job outcomes paid is less than 17 for any contract in any month then all claims submitted will be selected.
- 10.47. The Provider reports available through i-supplier are not available to view until the sample has been uploaded to PRaP a few days after it has been drawn. DWP will not accept any requests from providers to back-out claims included in the sample once it has been selected.
- 10.48. PPVT will contact the host organisation, the employer or the claimant, using the information you have provided in PRaP, to validate the outcome in accordance with the long completion outcome fee definition. Where you are acting as the host organisation

and delivering the work placement, PPVT will contact the claimant to validate the long completion outcome fee.

- 10.49. When recording work placement information in PRaP you are required to enter the correct sector codes (see paragraph 5.17, CWP Provider Guidance) failure to complete this action will result in claims failing validation and potentially contributing to the error rate for extrapolation.
- 10.50. Where the host organisation or employer is unable / unwilling to validate the claim, PPVT will contact the claimant.
- 10.51. For long completion outcome fees which include periods of employment, the sample is matched against HMRC data. This process is checking for tax records against the claimants for the required period. If a record confirms that someone was in employment for any period that counts towards the claim, then these periods will be deemed as meeting the 'in employment' element of the definition.
- 10.52. Any periods that fail this check (i.e. do not have tax records for the required period) will then be subject to further validation by PPVT. PPVT will contact the employer (and/or the claimant) using the information supplied by you at the point of submitting the claim, to check the individual has been in work for the required period looking back from the qualifying date (date 2 in PRaP). PPVT will, where it has not been possible to make contact with the employer; or the claimant is self-employed, contact the claimant in the attempt to validate these periods.
- 10.53. Where the long completion outcome fee consists of a work placement(s), PPVT will validate each period by contacting all host organisation(s) to establish whether the required hours/weeks have been achieved.
- 10.54. Where there is a combination of both work placements and employment, PPVT will validate each period by contacting all host organisation(s)/employer(s) to establish whether the required hours/weeks have been achieved. Periods of employment will also be checked to ensure the off-benefit requirement has been met.
- 10.55. There are four possible validation results:
- **Pass** – A host organisation/employer/claimant confirms the condition for payment, as set out in the long completion outcome fee definition, has been met.
 - **Technical Pass** – A host organisation, employer or claimant confirms that there is a valid claim however the employer or host organisations details recorded in PRaP differ. PPVT will inform you of the correct information and you are required to make the changes in PRaP. The payment will not be recovered and will not contribute to the error rate for extrapolation.
 - **Fail** – A host organisation/employer/claimant provides information which means the condition for payment, as set out in the long completion outcome fee

definition, has not been met. The individual claim is recorded as an error and will contribute towards the extrapolation rate calculated every 6 months.

- **Unable to Validate** – PPVT has either not been able to contact the host organisation/employer/claimant, or they are unable / unwilling to provide the information required to validate the claim. Claims that PPVT has genuinely not been able to validate, will be apportioned across the other validation results

10.56. In cases where PPVT is experiencing difficulty making contact with the host organisation/employer and/or claimant, we may contact you to confirm the details you have supplied in PRaP. PPVT will also contact you where you have submitted incorrect or incomplete information (e.g. unobtainable telephone numbers). You are required to establish the correct information and supply PPVT within 5 working days of receiving our request. If you do not provide the detail that enables PPVT an attempt at validation, the claim will fail validation.

10.57. Providers must not remove job/host organisation details from PRaP at any time. PPVT will, at post-payment validation, fail claims where the job details have removed.

10.58. Where the validation result is a Fail or Unable to Validate, PPVT will look in PRaP to see if a subsequent claim has been submitted. If it has and the job/placement details are different to those on the sample spread sheet PPVT will use these details to try and validate the sampled claim again. If the claim passes it will be classed as a technical pass. .

10.59. Where a claim, during validation, has resulted in a technical pass the individual payment is left in PRaP. PPVT will notify you by email of the correct details. You are then required to update PRaP with this information.

10.60. Every 3 months you will receive a report detailing the claims which during the monthly validation exercise DWP have either failed or been unable to validate. Before any of these claims are removed from PRaP and used to calculate the error rate for extrapolation, you will have the opportunity to submit additional information that will allow DWP to have another attempt at validation. This process is detailed in paragraphs 73 to 86 of this section.

Identifying cases with zero hour restrictions/Extended Periods of Sickness (EPS)

10.61. The Community Work Placement (CWP) providers must note such cases in PRaP Job Details screen in the Additional Information field.

10.62. Unable to Source Childcare

- Hours Restricted to per week: X hours
- Date Restriction Started: dd/mm/yy
- Date Restriction Ended: dd/mm/yy

10.63. Participation Reduced by a Fit for Work (FfW) Note

- Hours Restricted to per week: X hours
- FfW Start Date: dd/mm/yy
- FfW End Date: dd/mm/yy

10.64. FfW Note states “Cannot Work”

- Period of Sickness Start Date: dd/mm/yy
- Period of Sickness End Date: dd/mm/yy

10.65. The above would then be detailed on the post payment sample received from DWP Analysts; Provider Payment Validation Team (PPVT) would then action accordingly.

10.66. Where the provider has **NOT** annotated the case with this required information, PPVT would not be able to identify it as a case with a period of EPS or where Zero Hours participation on placement is in place This means normal validation processes would apply.

Validating Identified Cases with Restrictions to Zero Hours / EPS

10.67. As per normal validation process, PPVT would contact the host organisation or participant in the first instance, validating that the participant has started on placement and confirming the time spent on placement.

10.68. If the host or participant confirms that the participant did not start on placement, regardless of any notified restriction due to childcare or extended period of sickness, then this will fail validation.

10.69. If the host or participant confirms that sufficient weeks have been served on placement (for Short Completion Fees 12-21 weeks, Long Completion Fees 22-26 weeks) then these would pass validation without the need to validate any periods of restriction.

10.70. If the host or participant confirms that insufficient weeks have been served on placement and the provider has notified PPVT of a restriction, then PPVT would check Labour Market System (LMS) for any allowable/excusable weeks. Where weeks are identified that mirror those periods given by the Provider and this provides sufficient weeks for the outcome period, these would also pass validation. If PPVT cannot obtain the cumulative number of weeks required after this check, then it would fail validation.

10.71. If the Provider does not notify PPVT, as directed, that the participant has a restriction due to childcare or an extended period of sick, these cases will be validated in the normal way by contacting hosts or participants and using that information to form a validation decision.

10.72. If there is a need to check LMS following a validation call (in cases where PPVT have cannot identify sufficient weeks) and LMS does not show/mirror the restriction or period of sickness, PPVT will fail the outcome. If the Provider disagrees with the decision in

these circumstances then they may wish to use the agreed PPVT Review process and supply any additional, relevant information at that stage.

10.73. In regards to the 4 hour job-search activity being validated, PPVT do not validate this activity as part of CWP post payment validation. CWP providers are instructed that they must keep all evidence of a valid claim including job-search evidence. If a CWP provider cannot provide a full audit they should not make a claim. The 4 hour job-search activity will not form part of the PPVT validation process.

Job Outcome Fee

10.74. Each month DWP will randomly select a sample for validation of 17 Job Outcome fees, per contract, that have been paid in the previous month. If the total Job Outcomes fees paid is less than 17 for any contract in any month then all will be selected.

10.75. Where the employer is unable / unwilling to validate the claim, PPVT will contact the claimant.

10.76. The Provider reports available through i-supplier are not available to view until the sample has been uploaded to PRaP a few days after it has been drawn. DWP will not accept any requests from providers to back-out claims included in the sample once it has been selected.

10.77. The sample is matched against HMRC data. This automated process is checking for tax records against the individuals for the required period. If a record confirms that someone was in employment for the required period, then the claim is deemed valid.

10.78. Any claims that fail this check (i.e. do not have tax records for the required period) will then be subject to further validation by PPVT. PPVT will contact the employer (and/or the claimant) using the information supplied by you at the point of submitting the claim, to check the claimant has been in work for the required period (182 days) looking back from the qualifying date (date 2 in PRaP). PPVT will, where it has not been possible to make contact with the employer; or the claimant is self-employed, contact the claimant in the attempt to validate an outcome claim.

10.79. PPVT will contact the employer or the claimant, using the information you have provided in PRaP, to validate the outcome in accordance with the Job Outcome definition.

10.80. Where the employer is unable / unwilling to validate the claim, PPVT will contact the claimant.

10.81. There are four possible validation results:

- **Pass** – An employer/claimant confirms the condition for payment, as set out in the job outcome definition, has been met.

- **Technical Pass** – An employer or claimant confirms that there is a valid claim however the employer or host organisations details recorded in PRaP differ. PPVT will inform you of the correct information and you are required to make the changes in PRaP. The payment will not be recovered and will not contribute to the error rate for extrapolation.
- **Fail** – An employer/claimant provides information which means the condition for payment, as set out in the job outcome definition, has not been met. The individual claim is recorded as an error and will contribute towards the extrapolation rate calculated every 6 months.
- **Unable to Validate** – PPVT has either not been able to contact the employer/claimant, or they are unable / unwilling to provide the information required to validate the claim. Claims that PPVT has genuinely not been able to validate, will be apportioned across the other validation results

10.82. In cases where PPVT is experiencing difficulty making contact with the employer and/or individual, we may contact you to confirm the details you have supplied in PRaP. PPVT will also contact you where you have submitted incorrect or incomplete information (e.g. unobtainable telephone numbers). You are required to establish the correct information and supply it to PPVT within 5 working days of receipt of our request. If you do not provide the detail that enables PPVT an attempt at validation, the claim will fail validation

10.83. Providers must not remove job details from PRaP at any time. PPVT will, at post-payment validation, fail claims where the job details have removed.

10.84. Where the validation result is a Fail or Unable to Validate, PPVT will look in PRaP to see if job details are recorded against a previous claim are different to those on the sample spread sheet. If they are PPVT will use these details to try and validate the sampled claim again. If the claim passes it will be classed as a technical pass.

10.85. Where a claim, during validation, has resulted in a technical pass the individual payment is left in PRaP. PPVT will notify you by email of the correct details. You are then required to update PRaP with this information.

10.86. Every 3 months you will receive a report detailing the claims which during the monthly validation exercise DWP have either failed or been unable to validate before any of these claims are used to calculate the error rate for extrapolation, you will have the opportunity to submit additional information that will allow DWP to have another attempt at validation. This process is detailed in paragraphs 73 to 86 of this section.

Post Payment Review Process

10.87. Following the completion of the post-payment validation exercise for each payment type, every 3 months, you will receive a report detailing the claims that have either

failed and/or that PPVT have been unable to validate. This report will also give you the information that informed the validation decision.

- 10.88. Prior to sending this report the Review Team, PPVT will have already contacted Jobcentre Plus to request any information which shows that the post payment manual Off-Benefit check for short and long completion outcome fees should have passed.
- 10.89. You are required to ensure that requests for review are proportionate and that you provide something in addition to that supplied in the original claim that was not available to you at the time you made the original submission. If the additional information supplied allows the Review Team to go back to an employer or individual, another attempt to validate the outcome will be made.
- 10.90. Each case will be different and the information provided by you in support of your request will vary. For that reason it is not possible to provide a list of every circumstance where you will make a request. It could be that you subsequently establish there is a different contact for the employer or that you have obtained additional evidence from the employer that allows the Review Team to follow up an additional line of enquiry.
- 10.91. Any decision to overturn the original result needs to stand up to scrutiny by DWP Internal Audit and the National Audit Office. It is not sufficient to say that you have contacted the same employer or individual again and been told something different.
- 10.92. Where the original validation result failed because PPVT had been given information from an employer/host organisation or claimant that positively invalidates a claim, it is not acceptable for the Review Team to attempt to revalidate the claim with the individual.
- 10.93. Where you have established some extra information that will allow the Review Team to make additional enquires in the attempt to elicit a positive validation result, you are required to submit a Request to Review template (See annex) detailing all relevant and appropriate information. To satisfy our internal audit control, all requests for review must be recorded on the template, you can however enter more than one case on the same form. You may also attach physical evidence; however this will only be used in an attempt to revalidate the appropriate outcome, and will not be accepted in its own right.
- 10.94. If you identify that a claim has failed initial post-payment validation because the contact information you submitted in PRaP is inaccurate, or you have identified an additional job, you are required to update PRaP with these details. When updating PRaP with the correct details please do not overwrite the original details, instead please click on the 'create tab' and input details and then click 'apply' to save.

- 10.95. You can either e-mail the request for review or send it with supporting information to the address stated on the form. You are required to submit any documentation to the Review Team in line with Departmental security guidelines.
- 10.96. All requests for review, together with any supporting information or evidence, must be received within 10 working days of the validation failure report being sent. Late requests will not be accepted and will be returned to the provider.
- 10.97. If no formal request has been received by the Review Team by close of business on the 10th working day, the original determination stands.
- 10.98. Once the cases have been reviewed, the Review Team will present the review findings to a Review Board. This Board will have a representative from both Account and Performance Management Teams. The purpose of the Board is twofold; to be satisfied that any reviewed decisions will stand up to scrutiny to DWP Internal Audit and the National Audit Office, and to approve the original validation decision if it remains unchanged. The Board may also request that the Review Team supply further information or investigation before finalising decisions.
- 10.99. Following approval from the Board, the Review Team will notify you of the results and issue you with an extrapolation report. These decisions will have gone through a rigorous challenge process signed-off by senior DWP representatives to ensure that all valid claims are recognised. It will therefore mean that they are final and no further challenge will be accepted.

At the end of the 6 monthly validation cycle any claims, across all payment types, which following the approval of the Review Board fail validation and/or DWP have been unable to validate will be used to calculate the error rate, an Extrapolation Report and invoice (if applicable) will be raised.

Community Work Placement Definition Criteria – Table 1

| Events | Definition |
|------------------------------|--|
| Allotted Time | <ul style="list-style-type: none"> • Allotted time starts from the CWP referral date • 30 consecutive weeks • 2 week tracking period following end of allotted time for Job Outcomes (not placements) |
| Start | <ul style="list-style-type: none"> • The claimant has participated in an initial engagement meeting • The claimant has started on a placement/job • The start is recorded in PRaP (within 20 working days of referral) • Employment or placement details recorded in the job details screen in PRaP |
| Job Outcome | <ul style="list-style-type: none"> • The claimant must have been in employment and off benefit for a cumulative period of 182 days. • The employment must start on or after the start date (this must be the date the claimant started the job not the date the start was entered into PRaP) • The Job Outcome period starts from Date 1 of the first job • Jobs must start within the allotted time or two week tracking period • Jobs must be continuous {breaks of no more than two calendar days are acceptable} after the tracking period • The Job Outcome qualifying date (Date 2 in PRaP) must be after the start |
| Short Completion Outcome Fee | <ul style="list-style-type: none"> • Completed a period of between 12 and 21 weeks within the allotted time of: required weekly attendance on a placement(s) of 30 hours per week (unless restrictions apply) or employment in each week that takes claimants off-benefit for 7 consecutive days • A placement week is defined as a consecutive 7 day period {including Saturday and Sunday} and starts from the day the placement started • A employment week is defined as in employment and off benefit for a consecutive 7 days period (including Saturday and Sunday)and starts from the day the employment started • Only one short completion fee can be claimed for each claimant per period of allotted time • Short Completion Outcome Fee is claimed using PRaP • All employment/placement details recorded in Job Details screen in PRaP • A maximum of two weeks participation per claimant using part week placement is accepted (2 blocks of 15 hours or above per placement week) achieved over consecutive days • If a claimant is already undertaking voluntary work which is helping them overcome barriers to employment it can be counted towards |

| Events | Definition |
|---|--|
| | <p>the claimants required 30 hours {unless restrictions apply} of participation.</p> <ul style="list-style-type: none"> • If a claimant is already undertaking part time work this should continue but must be topped up to the required 30 hours unless restrictions apply • If a claimant is serving a community sentence, additional work placement activity must compliment the requirements of the Criminal Justice System and must top up activity to the required 30 hours unless restrictions apply |
| <p>Long Completion Outcome Fee Definition</p> | <ul style="list-style-type: none"> • Completed a period of between 22 and 26 weeks within the allotted time of: required weekly attendance on a placement(s) of 30 hours per week (unless restrictions apply) and/or in employment in each week that takes claimants off-benefit for 7 consecutive days • A placement week is a consecutive 7 day period including Saturday and Sunday and starts from the day the placement started • A employment week is defined as in employment and off benefit for a consecutive 7 days period (including Saturday and Sunday)and starts from the day the employment started • Only one short completion fee can be claimed for each claimant per period of allotted time • Long Completion Outcome Fee is claimed using PRaP • All employment/placement details recorded in Job Details screen in PRaP • A maximum of two weeks participation per claimant using part week placement is accepted (2 blocks of 15 hours or above per placement week) achieved over consecutive days • If a claimant is already undertaking voluntary work which is helping them overcome barriers to employment it can be counted towards the claimants required 30 hours {unless restrictions apply} of participation. • If a claimant is already undertaking part time work this should continue but must be topped up to the required 30 hours unless restrictions apply. • If a claimant is serving a community sentence, additional work placement activity must compliment the requirements of the Criminal Justice System and must top up activity to the required 30 hours unless restrictions apply |

Section 11: CWP Guidance Version Control List

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| CWP Guidance v1 | 27/05/2014 |
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| CWP LRM 08 | 23/01/2015 |
| CWP LRM 09 | 11/02/2015 |
| CWP LRM 10 | 13/04/2015 |
| CWP LRM 11 | 15/05/2015 |
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