

Withdrawn

This publication has been withdrawn.

It is no longer current.

Department for Work and Pensions

Mandatory Work Activity Live Running Memo

To: Mandatory Work Activity Providers

From: Change, Policy and Planning Division

Copy: Category Managers, Supplier Managers, Senior Performance Managers, Performance Managers, Vicky Hamblin, Andrew Thomas, John Tiplady

Memo Serial No: LR27

Date: 10 March 2016

Subject: Mandatory Work Activity Provider Guidance - Updated

Action: For information and action

Timing: Immediate

Mandatory Work Activity (MWA) Provider Guidance - Updated

Background

1. Following MWA Live Running Memos 24 and 25 and the introduction of the unencrypted email process for Changes of Circumstance, we have taken the opportunity to update the MWA Provider Guidance to include this information.
2. We have also taken the opportunity to include the last referral date (1 March 2016) in the guidance as well.
3. This will be published before 31 March 2016.

Summary and Action

4. Ahead of publication, a copy of the updated MWA Provider Guidance is attached for your information (and action if required).
5. The changes to the guidance are as follows:
 - **Paragraph 1.6** – Last referral date of 1 march 2016 now included

- **Paragraphs 5.18 to 5.36** – This is the unencrypted email Change of Circumstances process that has been introduced for non-UC claimants.
 - **Annex 3D** – Universal Credit UC DMA Referral form – email
 - **Annex 3E** – Universal Credit UC DMA Referral form – email Completion Notes
 - **Paragraph 8.9** – Change to 0345 telephone number
 - **Annex 4** – Change to 0345 telephone number
 - **Annex 8** – removal of 0845 telephone number
6. We have also taken the opportunity to update the **Universal Credit (UC)** sections of the guidance:
- Reviewed links included in the guidance to ensure they are up to date.
 - Revised the introductory overview at the beginning of the guidance and the eligibility section to reflect the most up to date guidance.
7. Please share this information with your staff (and your supply chain).

Further Information and Contact Details

8. All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.