

# Withdrawn

**This publication has been withdrawn.**

It is no longer current.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:** Christine Manley  
Work Programmes Division

**Copy:** Non-Work Programme  
Policy Team Managers

Senior Performance  
Managers

Account Managers

Account Executives

**Memo Serial Number:** LR13 **Date:** 8 January 2013

**Subject:** Mandatory Work Activity - Revised Provider Guidance

**Action:** For information and action

### Background

1. This memo is to let you know that the [provider guidance](#) has been updated and will be published week commencing 7 January 2013.
2. There have been several changes throughout the document, including:
  - Strengthening guidance around evidence required before entering a start on PRaP.
  - Strengthening guidance around issuing the initial notification letter.
  - Revised initial notification letter at Annex 2.
  - Introduction of the requirement to seek approval from your performance manager before using a private sector work placement.
  - Clarification of use of PRaP 'leaver reasons'.
  - Re-naming of chapter 5 and re-ordering information within it to give more clarity on how to deal with sickness and other absences.
  - Centralisation of decision making and appeals (DMA) to Glasgow Northgate.
  - Up to date electronic version of the Mandatory Work Activity DMA referral form (MWA1) at Annex 3.

- Signposting to information about how to handle customer complaints, including Independent Case Review (ICE).
- Special Customer Records (SCR) section removed on the advice of Departmental Security. If a Jobcentre Plus adviser refers an individual with SCR, you will be advised direct.
- Flowcharts removed to address formatting and accessibility issues.
- General improvements and cosmetic changes, eg changes to the running order of some information, correcting typos, cross references, removal of excess white space, consistent use and spelling of titles and terminology etc.

### **Summary and action**

3. Please ensure that you and your sub-contractors destroy/delete any earlier versions of the guidance, including copies of MWA1 forms and notification letters held on your systems.
4. The Mandatory Work Activity provider guidance is now moving to a programme of regular quarterly reviews. The next update is due in April 2013. However, if there is an urgent change that cannot wait until then, you will be notified via a provider memo.
5. From 2013, as well as emailing provider memos to you, we plan to publish them on the provider guidance site on the internet for ease of reference. We will also publish a copy of every memo previously issued; these should be available from the end of January.