

# Withdrawn

**This publication has been withdrawn.**

It is no longer current.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:** Graham Hilton

**Copy:**

Deputy Director, Change Policy and Planning Division  
Head – ESF and non Work Programme Provision Policy  
Deputy Director, Head of Work Programmes Division  
Category Management Team – Labour Market National Provision  
Non Work Programme Policy and Performance Team Leaders  
Non Work Programme Senior Performance Managers  
Non Work Programme Performance Managers  
Head of Labour Market Decision Making  
MWA Policy Managers  
Work Programme Senior Policy Manager  
Trevor Cork – Commercial Directorate  
Mike Jones – Universal Credit  
Chris Wood / Angela Balmforth / Mike Dixon – OED  
Rose Dymond – IS/JSA Portfolio and Work Services  
Jackie Germain – Mandatory Employment Programmes  
Clive Churm – Jobseekers Allowance Labour Market Team

**Memo Serial Number:** 23                      **Date:** 26 March 2015

**Subject:** Mandatory Work Activity Provider Guidance – updated

**Action:** For information and action

**Timing:** With effect from 1 April 2015

### Background

This is to confirm that the MWA provider guidance (copy attached) has been updated and will be published before 30 April 2015. The information and processes within the guidance comes into effect from 1 April 2015.

There have been a number of changes throughout the document. It may be helpful to highlight some of the changes but, it should be noted, this list is not exhaustive and does not replace the requirement by the provider to review and implement the whole of the guidance:

- Guidance updated to reflect extension to contract i.e. at paragraph 1.6 regarding end date of contract.
- JCP advisers are now referred to as Work Coaches
- The reference to a claimant having two periods of sickness which may be considered as straightforward has been moved. What is left is the requirement that if a claimant reports sickness whilst on MWA that this must be discussed with JCP. JCP will advise as to what actions, if any are required. This requirement is the same as current guidance
- The address and contact details of the Independent Case Examiner (ICE) has been updated.
- Wording around posting documents has been updated to provide greater clarity as to what is required and what the timescales are when posting documents.
- Clarifies that a claimant should never be financially worse off whilst participating on MWA.
- Clarified that MWA provision is for four consecutive weeks
- Guidance around the use of unencrypted emails is now included as part of the guidance. This mirrors information issued when the process was introduced but wording has been updated to provide greater clarity where needed
- The forms for use for the unencrypted email process have been updated to help reduce unnecessary contact between the provider and the LMDMA team
- A section has been included regarding Payment Validation
- A section has been included regarding claimant representations
- A section has been included regarding clerical (MAPPA and SCR) records
- Change from allowing 15 to allowing 20 working days to source a MWA placement
- New versions of MWA1 and MWA1UC – the change to the form has been to change the reference at the end of the forms from Generic Provider Guidance Chapter 13 to Generic provider Guidance Chapter 8
- For Universal Credit (UC):

- Previously there were two areas which related to eligibility. These have been amalgamated into one “grey box” and also a link to the Direct Gov. website is now included which will have the latest information regarding the UC roll-out
  - There was a reference to a UCPR1 form being used for informing of a change of circumstances, this has been changed to refer to the correct form, a UC78
  - Confirm that a UCPR1 form should be completed for every UC referral
  - Reference to the Service Centre made
  - New information following paragraph 3.15 included regarding availability restrictions.
- General improvements and cosmetic changes, e.g. 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.

Please ensure that you and your sub-contractors destroy/delete any earlier versions of the guidance.

<https://www.gov.uk/government/publications/mandatory-work-activity-dwp-provider-guidance>

If you have any queries about this Live Running Memo, please contact your performance Manager in the first instance.