

Withdrawn

This publication has been withdrawn.

It is no longer current.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: Work Programmes Division

Memo Serial Number: 20

Date: 22 November 2013

Subject: Decision Making and Appeals (DMA) Referral Best practice

Action: For information and action

Timing: Immediate

Background

Participation in a MWA placement is mandatory for all claimants referred to this provision.

As you are aware, if a claimant fails to comply with the requirements of MWA, you would send a DMA referral form to the decision maker within two working days. This referral would include a copy of the initial notification letter you issued to the claimant together with any other supporting evidence. This is made on a MWA1 (or for Universal Credit claimants MWAUC1) form.

It would be helpful for the DMA team to be aware of any travel costs paid to the claimant, as in some instances the claimant may give as their reason for not attending as they were not in a way financially able to travel. As such some best practices have been suggested which are shared in this Memo.

Generally, if, having been approached by a claimant who states they are unable to attend a MWA placement because of financial difficulties, you offer/make arrangements to help the claimant to attend their placement, that this is recorded as part of any subsequent DMA referral (as part of any additional information supplied).

Having this information would assist the DMA team in making the correct decision based on all the available facts.

Best Practice

Please record all considerations, of travel costs/a travel warrant or other means of getting the claimant to the placement, made by you.

Please note what the outcome of this consideration was.

If travel costs were paid please supply details - How much was paid? When was it issued? How was it issued (by hand/ post)?

Similarly, if a travel warrant was used – What was the value / duration of the warrant? When was it issued? How was it issued (by hand/post)?

Was any other offer made? For example, you may offer transport to the placement – what were the details of the offer? Was it accepted or refused?

If a request for help was refused by either party then that should be noted along with any reasons if know (particularly if you refused any request).

The above is not exhaustive but by supplying this information the DMA team will be able to make more robust decisions.

Further Information Contact Details

If you have any queries, please contact your Performance Manager in the first instance.

Work Programmes Division