

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Hints and Tips (WP08 static version)

Work Programme Policy Team

Version 1 February 2016

Part One – Participant details	
Date the participant failed to undertake the Mandatory Activity	Enter the date the participant failed to carry out the Mandatory Activity. Note this will self-populate the date field in Part Two Before making a referral it is good practice to check your attendance register to confirm that they did fail to attend
Did you contact the Provider Direct service before making this referral? Y/N	If No, consider contacting Provider Direct. If the MAN went to an incorrect address or the claim to benefit is dormant before the date of transgression, you will not need to make a WP08 referral. If you do make the referral and there has been a change to the participant's circumstances, the referral may be cancelled. Maximus CPA18: You must undertake this activity before making a compliance doubt referral
Name	Please enter full name of the participant
Participant National Insurance Number	Please enter the participant's National Insurance Number. Ensure that this line is recorded thoroughly and accurately. If details are incomplete or inaccurate the referral will be cancelled
Date of birth	Record the participant's date of birth
Telephone number	Enter the participant's phone number if known

Part Two – Mandatory Activity Notification details	
Address the Mandatory Activity Notification (MAN) was sent to (including postcode)	Always make sure that you record the actual address that the MAN was sent to, rather than the 'current' address as this could differ to the one you currently hold
Date MAN issued to participant	Ensure that you accurately record the date the MAN was sent out. There must be two clear working days between notification and date of appointment
	For example, if a notification is posted on a Thursday for mandatory activity due to take place the following Monday, it would not be deemed to have been two working days between the MAN being issued and the mandated activity
Method of issue	This will either be by hand or by post. If you are using post always ensure that you allow enough time for the participant to receive this prior to the mandated activity (see above)
	A MAN must always be issued in writing. You cannot currently use electronic means such as text or email (however this is being considered for the future)
Date of the mandatory activity	This date is prepopulated from the top of the form
	Use appropriate rate of postage to ensure the participant receives the MAN timeously

Time of the mandatory activity	The timing for the mandatory activity can be vital. For example, the participant informs you that their car broke down at 10.30am on the way to a jobs fair. If the mandated activity was at 9.30am then this would not be good reason and a WP08 should be raised
Give full details of the mandatory activity	You must state exactly what the participant was required to do and the evidence they were required to supply. For example, the participant was mandated to attend an appointment at your premises on a specific date
Part Three – Benefit details on the date the participant failed to take part in the Work Programme	
Jobseeker’s Allowance participants	
Was the activity the participant was asked to do within any restrictions notified to you by Jobcentre Plus?	This answer should always be “Yes.” If you answer “No” the referral will be cancelled
	This box must be completed for JSA participants. Failure to answer the question will result in a cancellation
Was the activity the participant was asked to do reasonable taking into account their circumstances?	This answer should always be “Yes.” If you answer “No” the referral will be cancelled
	This box must be completed for JSA participants. Failure to answer the question will result in a cancellation

Employment and Support Allowance participants	
Is their participation on the Work Programme mandatory?	The answer should always be “Yes.” If you answer “No” the referral will be cancelled as you cannot mandate a voluntary participant to an activity
Was the activity the participant asked to do reasonable taking into account their circumstances?	This answer should always be “Yes.” If you answer “No” the referral will be cancelled
Has the participant’s vulnerable status been checked?	This answer should always be “Yes.” If you answer “No” the referral will be cancelled
Is the participant in a vulnerable group?	You must always confirm whether or not an ESA participant is vulnerable. If the answer is “Yes” you must have undertaken safeguarding action, either at the point of mandation if the MAN was issued face to face or following the failure to carry out the mandated activity
Is yes, was safeguarding action taken?	If you select “Yes” you are assuring DWP that the participant has understood the mandatory requirement that they were required to undertake and the consequences of failing to comply. You are not required to detail the successful action. If during the safeguarding action you establish that the participant did not understand the mandatory requirement of the activity or the consequences of not participating, you must not raise a WP08

<p>If you have tried but failed to see the participant face to face, please explain in detail what actions you have taken (for example, timeline, dates, name of advocate, etc)</p>	<p>If your attempts to make face to face contact (safeguarding) are not successful, you must still raise a WP08 but include a detailed explanation of the attempts you have made to contact the participant (including the dates, how contacted, frequency, name of advocate contacted if applicable, etc).</p> <p>Detail will vary from participant to participant depending on the circumstances.</p> <p>LMDMs will use this information when making a good cause decision – not as compliance monitoring of your safeguarding activity</p>
<p>Part Four – Re-compliance Mandatory Activity Notification details</p>	
<p>Employment and Support Allowance and Income Support Lone Parent participants</p>	
<p>Details of what you have notified the participant that they must do to comply in order for their benefit to be fully reinstated</p>	
<p>Date re-compliance MAN issued to participant</p>	<p>Ensure that you accurately record the date the MAN was sent out. There must be two clear working days between notification and date of appointment</p>
<p>Method of issue</p>	<p>This will either be by hand or post. If you are using post always ensure that you allow enough time for the MAN to be received by the participant</p>
<p>Date of the mandatory activity</p>	<p>Ensure that you accurately record the date the participant was mandated to carry out the re-arranged activity</p>

Time of the mandatory activity	Ensure that you state the time of the mandatory activity as this can be crucial when deciding if the actions taken by a participant were reasonable
Give full details of the mandatory activity	Enter full details of what the participant was required to do in order to be deemed to have complied. For example, the participant was mandated to attend a jobs fair on a particular date and to bring in evidence of their attendance. In this example, to obtain three application forms
Part Five – Rearrangement details (if applicable)	
Did the participant try to rearrange the activity prior to the date/time of the appointment?	Confirm whether or not the participant tried to rearrange the activity
If yes, did you agree to rearrange?	Confirm whether or not you agreed to rearrange the mandatory activity
If yes, give full details of the MAN sent out with the new arrangements	It may not be possible to set the same activity to re-comply as the original (for example, for a jobs fair). You can set any reasonable re-compliance activity you deem appropriate
If no, explain why you did not allow the participant to rearrange	If you decide not to agree to re-arrange a mandatory activity despite the participant contacting you prior to the activity, you must state this on the form including your reasons, for example due to them being a repeat offender

Part Six – Non-participation details	
Statement from adviser/tutor	
Complete the fields below to give a factual account of exactly how the participant failed to carry out the mandated activity	
How did they fail to carry out the mandated activity – give full details?	Often the exact reason for the activity or the full address of the location is missing. Always include the reason for attendance and full postal details including postcode
Part Seven – Information or evidence relating to non-compliance with the mandated activity provided by the participant	
This section is only to be used to record any comments the participant has volunteered . Please enter “not applicable” if this does not apply.	
Information or evidence relating to non-compliance with the mandated activity provided by the participant	It is important that you do record any information that the participant volunteers as this could affect the outcome of the referral
	You do not have the authority to ask for a reason. You can only note information that is volunteered
Part Eight – Any other information	
Provide any other relevant information	Please Note: You must only record one failure on the form. Multiple failures will result in the referrals being cancelled.

	<p>Any other information that you feel is relevant to this referral – this includes any statement provided by the host employer regarding the participant dismissal</p>
	<p>Any history of previous non-compliance that is relevant, for example where you've not mandated to specific activity on several occasions prior to the actual mandation</p>