Withdrawn

This publication is withdrawn.

This publication is no longer current.

CPA 18 - Work Programme Provider Guidance

Chapter 15 - Standard Definitions for the Work Programme

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Referral

The date Jobcentre Plus records a referral to the Work Programme Provider on a DWP prescribed IT or clerical system.

Allotted Time

The Work Programme Allotted Time is 104 weeks from and including the date of the referral from Jobcentre Plus, unless a participant has completed the programme before the end of the Allotted Time (see definition of a completer in paragraph below).

Allotted Time Start

A participant is defined as 'starting Allotted Time' on the WP from and including the date of the referral from Jobcentre Plus.

Attachment Activity

The Attachment Activity is the initial two way engagement between the participant and the WP Provider and recording of this activity by the Provider resulting in an Action Plan. This may be by any manner and media they deem appropriate.

Attachment Date

The date the Attachment Activity is recorded on a DWP prescribed IT or clerical system by the Provider.

Attachment Fee

An Attachment Fee will be paid, where appropriate, upon recording of attachment activity, following confirmation of an Attachment Date on a DWP prescribed IT or clerical system.

Only one Attachment Fee will be payable for each participant per period of Allotted Time.

Job Start

The date the participant starts a job which:

- takes them off benefit; and
- is within the 104 weeks Allotted Time; and
- is after the Attachment Activity has been recorded on a DWP prescribed IT or clerical system by the Provider.

NB: This job definition will be subject to change when Universal Credits is introduced without materially altering the economic balance of the contract.

Job Outcome payment

A Job Outcome payment can be claimed when:

- There has been a 26 week period of either continuous or cumulative period of employment (Job Outcome payment trigger point);
- A participant has been in employment and off benefit in each week of the period (a week is defined as a 7 day period); and

- The Job Outcome is after the Job Start date, i.e. a Job Outcome payment can only be claimed when a participant starts a Job after Attachment Activity has been recorded on DWP prescribed IT or clerical system.

Please Note

- This period begins to accrue from and including the Job Start date;
- Only one Job Outcome payment can be claimed for each participant per period of allotted time. Outcomes can include self employment and subsidised employment;
- The days counted towards the cumulative period of employment for a job outcome can be isolated days, blocks of days or weeks;
- Where a single day or accumulation of days within a week, from each job start day, removes a full seven days of benefit (there is no claim to benefit) the full seven days (one week) can be counted towards the job outcome;
- Days in work that do not remove a claim for a whole weeks benefit will be counted for each day that benefit is not claimed.
- (Employment of less than a week can never count as more than a week of 'no claim').
- Any period that a participant is employed within the employment aspect of your business will not count towards a Job Outcome.
- Job Outcome payments will be made for claims you submit within 3 years of a participant being referred to the programme only
- Following a break in employment after the 104 weeks Allotted Time you will no longer be eligible to receive a Job Outcome payment (a break is defined as when a participant leaves employment for an excess of ***two calendar days***, even if they remain off benefit).

Completer

A completer is a participant:

- who has reached the end of the Allotted Time from the date of referral; or
- for whom the Provider has claimed the final eligible outcome payment (pre 1 January 2018); or
- for whom the Provider has claimed the 26 week Job Outcome payment; or
- who has had a decision made by Jobcentre Plus that it is appropriate for them to be referred to Work choice; or
- who has died.

If a participant has left benefit for a period of time, which takes them beyond the 104 weeks allotted time, and should they return to benefit, their status will

be Work Programme completer and they will be referred to the Jobcentre Plus offer.

Minimum performance levels and incentive payment model

The minimum performance and trigger level for incentive payments will be based on the conversion rate of referrals to job outcomes in the respective years as calculated by DWP. This level has been calculated based on:

- the expected non-intervention performance on a cohort basis;
- the profile for the length of time taken for a start to become a Job Outcome; and
- expected referrals.

Any Provider who does not deliver the expected minimum proportion of job outcomes to referrals in a given year will be defined as not meeting minimum performance standards. Minimum performance standards apply to payment groups 1, 2 and 6. The minimum performance standard is non-intervention level plus 10%. The non-intervention performance level is outlined in Work Programme Guidance Chapter 12 - Performance Management.

Providers will be paid an additional incentive payment (on top of the standard job outcome payment), for any job outcomes achieved above the incentive payment trigger level for from year 4 of the contract onwards. The incentive payment applies to payment groups 1, 2 and 6. Incentive payments will be made for job outcomes above non-intervention performance plus 30%.

Incentive payments will be calculated and paid after the end of each contract year from year 4 of the contract.