

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Senior Performance Managers
Performance Managers
Andy Wilson

From: Work Programmes Division

Memo Serial Number: WP189

Date: 30 April 2015

Subject: Jobseekers Allowance (JSA) Participants requiring Extra Support

Action: For information

Timing: Immediate

Background

When a participant is referred to the Work Programme the support you initially provide each individual is built around the information supplied on the JCP action plan. One of the key pieces of information supplied is around the vulnerability status.

When some participants who do not fall within the Work Programme definition of “vulnerable” claimant, JCP may still identify that they require extra support in accessing Work Programme Services.

Summary and action

Where a JSA claimant needs additional support to help them understand what is expected of them while on the Work Programme or to access services, Jobcentre Plus will annotate the action plan with the following note:-

“May require reasonable adjustment or additional support”

The note Jobcentre Plus enter on the action plan is there to simply alert you that extra support may be required by an individual and inform you when you are considering individuals circumstances on initial engagement with them.

[Chapter 4 of the Work Programme Provider Guidance](#) has been amended to include this information.

Further information contact details

All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.

Regards

Work Programme Provision Enquiries Team