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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

From: Work Programmes Division

Memo Serial Number: 122

Date: 27 June 2013

Subject: Work Programme – Mandation

Action: For Information and Action

Timing: Immediate

Background

The purpose of this memo is to clarify the process when mandating a participant to a specific activity when on the Work Programme. We have recently received several queries regarding the actions that are permitted when mandating a participant to an activity. Requests for clarification have been specifically sought regarding the use of multiple activities on a MAN and whether or not it is permissible to mandate a participant by requiring them to make a phone call.

Summary and action

The following information is current Work Programme policy that has either been previously communicated verbally or is in Work Programme Provider guidance.

More than one Mandatory Activity on a MAN

- You have been given the freedom to develop your own systems to deliver the Work Programme to your participants using any method that you wish.
- You have the option to include more than one mandatory activity on a MAN, but you must ensure that each activity is clearly set out and to avoid confusion we recommend that the number of activities be limited to no more than 5 activities per MAN.

- It is important to understand that if you choose to have more than one activity on a MAN then you run the risk that if you raise a sanction doubt, but the claimant appeals on the grounds that they found the MAN confusing, (possibly due to the amount of activities being deemed confusing) then you could lose an appeal.
- **It remains our recommendation therefore that it is still best practice to restrict the number of mandatory activities to one activity per MAN.**
- Each MAN must be in writing and contain the relevant conditionality and sanctions warning.
- It is only necessary to include the sanctions warning once per MAN.

Mandating a Participant to make a telephone call

- You are permitted to mandate a participant to any reasonable activity related to helping a claimant into work. This can include requiring a participant to make a telephone call as a specific activity. Eg, to phone their Work Programme Provider or to carry out a telephone interview with a prospective employer.
- It is not however permitted to mandate a claimant to an activity by simply phoning the claimant up. To be legally binding you must always issue a MAN in writing to ensure that the participant is given the relevant conditionality and sanctions warning.

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

Contracted Customer Services Directorate