

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.



## **Work Programme Provider Guidance - CPA18 re let contract only**

**Please Note: Referrals to this programme ended on 31 March 2017. This guidance is for existing Work Programme participants only**

### **Chapter 1 – Introduction and Overview**

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#### **Introduction to this specific Work Programme Provider Guidance**

1. The Government has been clear that it expects a step change in the delivery of Welfare to Work support, with much greater emphasis on personalisation and results. As such we are giving you far more freedom to innovate and design your services in the most effective and efficient way possible. To help you do this we have kept required processes to a minimum.
2. This guidance is separate from the original Work Programme Provider Guidance. The purpose of this guidance is to inform you of the essential things you need to know and do in order to work efficiently with both the transferred group of participants and those being referred to Work Programme for the first time.
3. The guidance is specific to one contract in CPA18 and has been updated to reflect the 2018 Deed of Variation, therefore it will differ from the current Work Programme Provider Guidance. There are key changes to the Work Programme contract in CPA18 following the re-let and the 2018 Deed of Variation, this guidance reflects both changes. It also informs the Work



Programme provider of mandatory requirements they must follow to comply with the terms and condition of their new contract.

4. In addition to this programme-specific guidance it is important that you follow the Generic DWP Provider Guidance which applies to all of our provision and ensure that European Social Fund (ESF) requirements are adhered to. Further information regarding ESF requirements can be found in [Generic Provider Guidance Chapter 11 – ESF requirements](#).
5. The Department also has specific guidance on the Performance Management of this contract. Your performance manager will discuss the requirements of this with you.

## Overview of the Work Programme

6. The key purpose of the Work Programme is to support participants into employment that lasts, and the payment model reflects this aim. Further information regarding with payment model can be found in [CPA18 Work Programme Provider Guidance Chapter 9 – Work Programme payment validation](#).
7. Claimants due to join the Work Programme will be referred to you by Jobcentre Plus. Jobcentre Plus Work Coaches will determine a claimant's eligibility for the Programme and, where claimants have the option to volunteer, will determine whether the Work Programme is the most appropriate option for that person.
8. Jobcentre Plus will randomly allocate new claimants to Work Programme Providers based on your market share of each claimant group and from this point of referral claimants will be deemed participants.
9. The transferred group of participants, (those who have already spent sometime on Work Programme with the outgoing provider) will be referred to you via bulk transfer using the Provider Referral and Payments system (PRaP).
10. You are responsible for engaging with all participants and conducting attachment activity. Timescales for completing this activity differ for newly referred participants and the transferred group of participants.
11. To ensure smooth handover for the transferred group of participants, you will also be required to complete an individual diagnostic assessment to assess their needs. Further information regarding the requirements for the Transferred group can be found in [CPA18 Work Programme Provider Guidance Chapter 4 - Accepting Referrals, initial participant engagement and registering an attachment](#).



12. You will have a maximum of 104 weeks to work with those participants referred from Jobcentre Plus. However, it should be noted that this period may be considerably less if the participant was transferred to you from the outgoing provider. In these cases you will have the remaining balance of their allotted time. In some cases the participant may also complete the programme early. The time you have to work with them includes periods where a participant is off benefit. Further information regarding participants who complete early can be found in [CPA18 Work Programme Provider Guidance Chapter 10 – Completing the Work Programme](#).
13. Whilst participants are on the Work Programme, Jobcentre Plus will continue to see them to check that they are meeting their conditions for claiming benefits (if applicable). For example, Jobseeker's Allowance (JSA) participants will continue to be required to attend Work Search Reviews and demonstrate that they are actively seeking and available for work. Jobcentre Plus will be mindful that you may have discussed and agreed appropriate activities to help secure employment and these activities may be used by participants to demonstrate meeting their actively seeking work conditions.
14. Jobcentre Plus remains responsible for the overall participant experience and will collect any informal feedback that participants volunteer about the provision. This will be passed to your DWP Performance Manager on a regular basis.
15. Additional ESF funding in England allows Work Programme providers in England the freedom to directly market to Income Support and incapacity benefits claimants, to encourage them to volunteer for the Work Programme. Any claimants interested in the Work Programme will be signposted to Jobcentre Plus, according to locally agreed arrangements, so that Jobcentre Plus can ensure that referrals are apportioned according to your market share of each claimant group.



## Key Responsibilities

### Whilst participants are on the Work Programme you are responsible for:

- completing attachment activities with newly referred participants within 15 working days
- completing individual attachment activities with the transferred group of participants within four weeks of the bulk transfer
- completing an individual diagnostic interview with each of the transferred group of people within eight weeks of the bulk transfer
- helping participants to find and stay in sustainable work by providing services to participants in line with your minimum service offer as set out in your delivery model
- raising compliance doubts with DWP Labour Market Decision Makers (LMDMs), and notifying us when participants subsequently re-engage
- notifying Jobcentre Plus when a JSA claimant needs to be moved to Training Allowance
- reporting specified changes in participants' circumstance to Jobcentre Plus
- producing an Exit Report when a participant completes the Work Programme, within 10 days of Jobcentre Plus requesting it
- ensuring that ESF requirements are adhered to. Further information regarding ESF requirements can be found in [Generic Provider Guidance Chapter 11 – ESF requirements](#).

## Duration of the Work Programme

16. For new referrals from JCP, you have 104 weeks to work with that participant to help them into sustained employment.
17. Unless a participant completes early, you will be expected to deliver 104 weeks of continuous support regardless of whether a participant changes benefits, or moves into employment. Further information regarding participants who complete early can be found in [CPA18 Work Programme Provider Guidance Chapter 10 – Completing the Work Programme](#).
18. You will be expected to work with the transferred group of participants for their remaining allotted time on the programme. This will vary from five weeks to 90 weeks. Therefore, it is imperative you prioritise your engagement to ensure those participants with a limited number of weeks remaining are given the appropriate support as soon as possible.

## Referral

19. New participants will be referred by Jobcentre Plus at a Work Programme referral interview, where they will be given information about their rights and



responsibilities and the Customer Service Standards that they can expect from you. Jobcentre Plus will randomly allocate participants, according to market share arrangements within CPA18, and will supply you with information about each participant.

20. The transferred group of participants will be referred to you via a bulk transfer within PRaP. You will receive information regarding each participant from both Jobcentre Plus and the out going provider.
21. Participants cannot be re-referred to the Work Programme within their allotted time.

### **The customer experience**

22. You have flexibility to design an innovative and personalised approach to help an individual back to work. You are expected to ensure participants are fully informed about the Customer Service Standards that you put in place, as well as your complaints process. In order to prepare the participant for a positive start on the Work Programme, this information will be issued to participants by Jobcentre Plus Work Coaches at their referral interview.
23. You are required to deliver your Customer Service Standards to all referred claimants whilst they remain attached to the Work Programme provided it is both feasible and reasonable in the participant's circumstances. Where it is not possible to deliver your Customer Service Standard because of a participant's circumstances you are expected to look to alternative approaches to satisfy this requirement.
24. You will need to ensure that the transferred group of participants are also made aware of your Customer Service Standards and your complaints procedure. You must ensure this is done during your initial engagement with them.
25. We expect you to have effective processes in place to ensure you deliver your Customer Service Standard and are able to demonstrate how you fulfil this requirement or where appropriate, how and why alternative approaches were required or why it was not feasible to do so. For example, where a voluntary participant has disengaged, where an Employment and Support Allowance (ESA) participant is abroad, or where a participant has been imprisoned.
26. You are only expected to deliver those elements of your Customer Service Standards which are reasonable to deliver (for example, where an ESA participant is abroad we would not expect you to meet face-to-face but would expect you to continue to help the participant towards sustained employment).



## Travel and additional costs

27. Participants should not be worse off by virtue of attending the Work programme.
28. You are responsible for travel, childcare, replacement caring costs and additional support costs whilst the participant is on the Work Programme. See the terms of your contract for further information.

## Key interactions with Jobcentre Plus

29. While the participant is on the Work Programme, you will need to work together with Jobcentre Plus in the following ways:
  - Jobcentre Plus will notify you about any relevant changes in the participant's circumstances. There are also some changes we expect you to inform us about. Further information can be found in [CPA18 Work Programme Provider Guidance Chapter 5 - Change of circumstances and notifications](#)
  - you are expected to facilitate the Decision Making and Appeals process by engaging promptly with DWP LMDMs when participants have not complied with mandatory activity
  - where JSA participants are undertaking certain kinds of full-time training, you will be expected to notify Jobcentre Plus that they need to be moved onto Training Allowance. Further information regarding Training Allowance can be found in [CPA18 Work Programme Provider Guidance Chapter 17 – Training Allowance](#)
  - some participants may be required to attend mandatory interventions with Jobcentre Plus. For example, JSA participants will be required to attend their Work Search Reviews and other mandatory interventions at Jobcentre Plus. You should ensure that nothing you require of participants prevents them from attending these appointments
30. You will be required to supply an Exit Report for those participants who complete the Work Programme and return to Jobcentre Plus. This will help Jobcentre Plus make a decision on the appropriate next steps for that participant. Further information regarding exit reports can be found in [CPA18 Work Programme Provider Guidance Chapter 10 – Completing the Work Programme](#).