Post Work Programme Support (JSA claimants)

Implementation

1. Post Work Programme Support (PWPS) applies to those claiming JSA at the point their Work Programme participation ends.

2. For such claimants, a nominated contact in each District Office will receive a LMS MIS report 10 working days before the due completion date and, following locally agreed protocols, ensure:

- The Work Programme Exit Report is followed.
- A Work Programme Completer Interview (WPCI) is booked. This interview must be conducted within 15 working days of the claimant's Work Programme completion date and must allow the provider at least 10 working days in which to return the claimant's Exit Report. Booking the WPCI will generate an invitation letter which must be issued to the claimant.

3. Advisory Teams will need robust systems in place to identify customers off benefit at the point they complete Work Programme **but** who make a new claim to JSA within 26 weeks of the Work Programme completion date – these customers *must* be brought into PWPS.

4. In such cases, it is for districts / offices to determine if the New Jobseeker Interview (NJI) should double as the WPCI or if a separate WPCI is required; if a separate WPCI is required this must be conducted within 3 working days of the NJI

NB If the NJI is conducted by an Assistant Adviser a separate WPCI must be booked with a Personal Adviser – this is because the WPCI is a full diagnostic interview.

5. Joint claim couples completing Work Programme must be treated as individuals for labour market purposes; accordingly, each will have a WPCI and be assigned to the PWPS routeway most appropriate to their individual circumstances.

Work Programme Completer Interview (WPCI)

6. The WPCI is a 40 minute full diagnostic interview which must be conducted on a face-to-face basis by a Personal Adviser.

7. The primary purpose of the WPCI is to decide, based on information gathered and supported by the Work Programme Exit Report (where available), the appropriate routeway for the claimant during PWPS.

Deciding between Jobcentre Plus Offer and Mandatory Intervention Regime

8. For the duration of PWPS (26 weeks) the claimant will be assigned to either the standard Jobcentre Plus Offer or a more intensive support process known as Mandatory Intervention Regime. That decision, based on the following general guidelines, rests with the adviser.

9. Assignment to the standard Jobcentre Plus Offer is recommended for those claimants who have:

- recent, relevant work experience (paid, voluntary or a work placement) with which to populate their CV

- demonstrated an ability to pro-actively seek employment
- demonstrated work-related disciplines and behaviours
- no significant challenges to overcome in securing employment

10. Assignment to the Mandatory Intervention Regime is recommended for those claimants who are less 'job-ready' because they have multiple or more complex challenges to overcome, and therefore need additional intensive support to enhance their prospects of securing sustainable employment.

11. Claimants who fail to attend the WPCI must be assigned to the Mandatory Intervention Regime and must have the pilot marker set to 'JSA PWPS OCM' and follow the normal DMA referral process.

12. Subsequent actions taken by the adviser, during the WPCI, will depend on which routeway the claimant is assigned to.

Claimant assigned to Jobcentre Plus Offer

13. The adviser must take the following steps:

Step	Action
1	Explain to the claimant: • the support available to them through the standard Jobcentre Plus Offer • the conditionality and sanction regime **NB** Due to the length of time spent on Work Programme many claimants will be unfamiliar with the support available and conditionality / sanction regime attached to their claim; it is, therefore, imperative that comprehensive explanations are provided
2	Consider the need for a skills assessment
3	Update the claimant's Jobseeker's Agreement and, if appropriate, their Action Plan
4	Update LMS: • select the PWPS pilot marker and set it to 'JSA PWPS BAU' (BAU = Business as Usual) • (if appropriate) arrange next adviser interview • set a workflow for 26 weeks* to amend the pilot marker using standard text 'Update PWPS pilot marker to PWPS Completed. Do not delete workflow before (insert date workflow matures)' * the time to be spent on PWPS will always start from the date the pilot marker is set.

Claimant assigned to Mandatory Intervention Regime

14. The adviser must take the following steps:

Step	Action
1	Explain to the claimant: • The full range of support available to them within Mandatory Intervention Regime (MIR) • The conditionality / sanction regime attached to their claim and participation in MIR

	NB Due to the length of time spent on Work Programme many claimants will be unfamiliar with the support available and conditionality / sanction regime attached to their claim; it is, therefore, imperative that comprehensive explanations are provided
2	Issue Factsheet OCM1 to the claimant and discuss its content
3	Consider the need for a skills assessment
4	Update the claimant's Jobseeker's Agreement and, if appropriate, their Action Plan
5	Update LMS: • select the PWPS pilot marker and set it to 'JSA PWPS OCM' (OCM = Ongoing Case Management) • arrange next adviser intervention in line with MIR expectations and taking into account local policies • set a workflow for 24 weeks* to book the End of PWPS Interview using standard text 'End of MIR – Book JSA end of PWPS Interview. Do not delete workflow before (insert date workflow matures)' * the time to be spent on PWPS will always start from the date the pilot marker is set.

Claimant fails to attend diagnostic interview

15. The Adviser must take the following steps:

Step	Action
1	Update LMS: • select the PWPS pilot marker and set it to 'JSA PWPS OCM' (OCM = Ongoing Case Management) • set a workflow for 24 weeks to book the End of PWPS Interview using standard text 'End of MIR – Book JSA end of PWPS Interview. Do not delete workflow before (insert date workflow matures)'
2	Follow existing FTA procedures

Delivering the Mandatory Intervention Regime

16. Essentially, the Mandatory Intervention Regime (MIR) delivers all the employment measures available through the Jobcentre Plus Offer and, to supplement those, provides more intensive, personalised adviser support through **increased interventions**. The nature and frequency of these additional interventions is to be determined locally and on a case by case basis.

17. Where possible the claimant should be assigned a designated Personal Adviser to ensure consistency and continuity of support. It is also recommended strongly that advisers delivering MIR adopt a Solution Focused approach (NB Solution Focused training is available through RM).

18. MIR will continue for 26 weeks from the date of the Work Programme Completer Interview.
19. MIR is delivered flexibly but could include:
- Interventions undertaken by specialist advisers
- Case conferencing with Work Psychologists
- Targeted group sessions
- SMART action planning and robust follow-up supported by Jobseeker's Directions as appropriate
- Mock interviews and/or application form completion
- Strengthening the conditionality message
- Rigorous skills assessment and measures to address gaps identified

20. Existing LMS interview types must be used to deliver MIR.
21. Districts may also seek to deliver additional external support that targets MIR participants specifically; any such support will be on the District Provision Tool.
22. The final element of the MIR process is an 'End of PWPS interview' (detail to be added later)

New claim from person off benefit when Work Programme completed

23. If the new claim date is within 26 weeks of the Work Programme end date, the claimant is eligible for PWPS and must be assigned to the routeway most appropriate to their circumstances.
24. In these cases, it is for districts / offices to determine if the New Jobseeker Interview (NJI) should double as the WPCI or if a separate WPCI is required; if a separate WPCI is required this must be conducted within 3 working days of the NJI
NB If the NJI is conducted by an Assistant Adviser a separate WPCI must be booked with a Personal Adviser – this is because the WPCI is a full diagnostic interview.
25. Advisers must follow the steps set out in the Work Programme Completer Interview **(**section of this guidance.

Linking rules

26. A number of 'linking' scenarios may be encountered during the delivery of PWPS; these are covered in this section of guidance.

PWPS participant breaks their claim

27. If the participant reclaims JSA during the PWPS period they return to the PWPS routeway to which they were originally assigned. There is no change to the PWPS end date so the original workflow stands. Advisory Teams will need robust systems in place to ensure such cases are identified and actioned promptly and appropriately.
28. If the participant does not reclaim JSA during the PWPS period, PWPS will no longer be applicable and the LMS workflow should be actioned when it matures.

New claim made by ESA PWPS participant

29. Claimant moves from JSA and receives ESA after been allocated to MIR. The standard Jobcentre Plus offer will apply to the claimant once they receive ESA. The PWPS pilot marker **must not** be updated to show they are an ESA claimant as, for the purpose of evaluation, the claimant is tracked by the marker value set originally.

Claimant completes PWPS

30. Precisely what happens to claimants once they have completed PWPS is still under discussion; guidance will be added once the policy has been finalised.