



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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[DWP Website](#)

Our Ref: FOI2021/73974

30 September 2021

Dear Jeff Smith,

Thank you for your Freedom of Information (FoI) request received on 11 September. You wrote:

“In the case of a legacy claimant who has previously completed the original Work Programme, and who has maintained a continuous claim, with no change of circumstances. I request full details, of the regulations and procedures which would enable this individual to be mandated to the Work & Health Programme. With reference to the fact that a second referral to the Work Programme, was not permitted within a single claim period.”

DWP Response

We confirm that we do hold the information you have requested.

The Work and Health Programme is not a continuation of the Work Programme; it is a different contracted opportunity for customers.

A claimant will qualify for programmes at different stages of their benefit claim dependent on the individual programme criteria and the length of claim.

Our Work and Health Programme guidance published on gov.uk states that: -

Participants will be deemed to be Long Term Unemployed (LTU) when they reach the following point in their benefit claim:

- JSA Participants at 24 months including linking periods
- UC Participants who start in the Intensive Work Search Regime (IWSR) and are in the IWSR when they reach 24 months discounting change of circumstances within the 24-month period
- Participants migrated to Universal Credit Full Service (UCFS) from legacy benefits will be considered when their time on legacy benefits including linking rules and their time in the IWSR totals 24 months.

Work and Health Programme eligibility also available on gov.uk states: -

<https://www.gov.uk/work-health-programme>

As Work Programme and Work and Health Programme are different opportunities, a customer is not restricted from a mandatory LTU referral to Work and Health Programme once they reach 24 months' unemployment.

Please find attached a copy of the Operational Instructions relating to Mandatory WHP preliminary checks for your information.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.