

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: VTR3183

22 July 2014

Dear Stephanie Herne,

Thank you for your Freedom of Information request dated 14 July 2014 which has been copied below along with our response.

For those claimants who completed the Work Programme prior to 28th April 2014 and were allocated to the MIR group on return to the Jobcentre and then in due course were returned to business as usual (i.e. standard fortnightly signing with no other requirements) what is their status? Are they still subject to MIR?

It may be helpful if I explain the role of the Freedom of Information Act. The Act provides a right of access to recorded information held by a public authority like DWP (subject to certain exemptions). The Act does not provide that a public authority must create new information to answer questions; nor does it provide that a public authority give advice, opinion or explanation in relation to issues/policies under question.

In cases where a customer does ask a question, rather than request recorded information, we do our utmost to provide the recorded information that best answers the question. Once the public authority has provided the recorded information or confirmed that no such recorded information is held, it has met its obligations under the Act. Interpretation of any information provided is left to the requestor.

The recorded information we hold that best answers your question is contained in the Post Work Programme Support (JSA claimants) guidance paragraphs 24 to 31 which are included in Annex 1 to this letter.

I have also included in Annex 2, paragraph 11 from the Get Britain Working Overview guidance that explains in more detail about the Jobcentre Plus (JCP) Offer which is referred to in paragraph 30 in Annex 1.

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

Yours sincerely,

DWP Central FoI Team

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**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@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central FoI Team, Caxton House, Tothill Street, 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  
[www.ico.org.uk/Global/contact\\_us](http://www.ico.org.uk/Global/contact_us) or telephone 0303 123 1113 or 01625 545745

## **Annex 1**

### **Delivering the Mandatory Intervention Regime**

24. Essentially, the Mandatory Intervention Regime (MIR) delivers all the employment measures available through the Jobcentre Plus Offer (JCP 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.
25. 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 (Solution Focused training is available through RM).
26. MIR will continue for at least 26 weeks from the date of the Work Programme Completer Interview.
27. MIR is delivered flexibly; as part of **increased adviser interventions**, activities could include:
- 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.
- NB:** It is DWP policy that claimants are reimbursed travel expenses for interventions that take place on any day other than their usual signing day; reimbursement is **not** discretionary and is **not** dependant upon the claimant requesting it. See FSF 'Making a payment' guidance.
28. Existing Labour Market System (LMS) interview types must be used to deliver MIR.
29. Districts may also seek to deliver additional external support that targets MIR participants specifically; any such support will be on the District Provision Tool.

### **After 26 weeks**

30. After 26 weeks in MIR, advisers must decide whether or not the intensive support it delivers is still necessary. If not, the claimant should be moved to the JCP Offer (see steps in the table below). **NB:** it is not necessary for the review to take place within an interview; a decision can be made based on your knowledge of the claimant and their requirements.
31. Ensure the claimant is informed of your decision and if MIR remains appropriate ensure this is reviewed on a regular basis. When MIR is no longer considered appropriate, the following steps must be taken:

Step	Action
1	Update LMS: <ul style="list-style-type: none"><li>• Select the PWPS pilot marker and set it to 'JSA PWPS BAU'.</li></ul>
2	If appropriate, book next adviser interview.

## **Annex 2**

### **What the Jobcentre Plus Offer consists of**

11. The Jobcentre Plus Offer has 4 elements:

- Core interventions which must be undertaken;
- Flexible interventions, the frequency and duration of which is decided by the Adviser;
- Access to a flexible menu of back to work support;
- Access to the Flexible Support Fund and the Support Contract.