

Youth Contract Employer Wage Incentive (Jobcentre Plus Channel) Guidance

Guidance Queries and Help

1. If you are unable to find an answer to a particular question regarding the policy within this guide you must contact the DWP Advice Line. Do not give the Advice Line number to claimants or outside bodies under any circumstances, it is for the use of Jobcentre Plus staff only. Details of how to contact them can be found on the DWP Advice Line Home Page.
2. Please do not use the 'E-mail page owner' and 'Page information' links at the bottom of each page of guidance to raise policy queries, these should only be used to report broken hypertext links.

Introduction

3. This document sets out the operational guidance for Jobcentre Plus Advisers to facilitate the Jobcentre Plus Youth Contract Employer Wage Incentive.
4. It includes actions to take with claimants and employers to progress a valid claim to the wage incentive.

Background

5. Due to increasing numbers of young people struggling to enter employment the Government has created a Youth Contract to help more young people into work. The Youth Contract originally included additional adviser support, work experience placements, apprenticeship grants and wage incentive for employers to take on 18 to 24 year olds from the Work Programme. The Government's "New Employment Allowance" National Insurance reduction from April 2014 has no effect on the employer's eligibility for the Wage Incentive. The Employment Allowance reduces an employer's National Insurance liability and is not related to an individual employee.
6. Wage incentives were originally available only via Work Programme Providers in Great Britain from the 2 April 2012. 160,000 wage incentives were made available over the three years of the Youth Contract.
7. Following a review of progress and with a view to supporting young people earlier in their unemployment the Deputy Prime Minister announced a change in the wage incentive.
8. The Jobcentre Plus delivered wage incentive was announced in June 2012 and allowed employers to claim the incentive for 18 to 24 year old Jobseekers Allowance, Employment and Support Allowance, Incapacity Benefit and Income Support claimants who had been claiming for 6 months and lived in one of the 20 Local Authority areas. Employment and Support Allowance claimants are eligible when the outcome of their WCA is known. The areas were selected as they have particular issues and are hotspots for youth unemployment.
9. Claimants of all benefits who have started on the Work Programme will continue to have access throughout the Great Britain to the Provider version of the wage incentive.

10. Following a review of the Youth Contract the Minister for Employment has announced that from 17 of December 2012 employers in any location will be able to take advantage of the wage incentives worth up to £2,275 each via Jobcentre Plus, the Work Programme or the Work Choice routes. Ministers agreed in May 2013 that Work Programme Completers returning to Jobcentre Plus aged between 18 to 24 with 6 months unemployment would be eligible for the Wage Incentive. This is with immediate effect.

11. This means that eligible employer's can have a wage incentive in respect of a claimant in each of their journey phases on the Pre Work Programme, On Work Programme and Post Work Programme provided they satisfy the eligibility conditions.

12. The Jobcentre Plus wage incentive process mirrors the existing provider led wage incentive process where possible and will utilise the existing payment delivery process.

Process Overview

13. The wage incentive process starts when either an employer or claimant contacts Jobcentre Plus to request a wage incentive claim form.

14. The claimant's and employer's eligibility must be checked, and if the employer agrees that they want to use the wage incentive, a claim form should be issued along with Employer Instructions on Completing Claim Form see Annex 4. The claim form is sent to the employer, once confirmation that the job has started is known.

15. In order to help ensure claim forms are correctly completed by employers and to reduce the number of forms returned to employers by the Provider Payment Validation Team please complete and issue the Wage Incentive Claim Form employer slip with the claim form. The Wage Incentive Claim Form employer slip is available at Annex 9 of this guidance and contains 3 slips per page.

16. Dependant upon the size of the employer a claim is then submitted either after 8 weeks of employment or 26 weeks. Larger employers can take advantage of a bulk claim process which requires the template file to be issued to them.

17. Below are key "Must Do's" to establish the claimant's eligibility:

Establish the claimant's eligibility which comprises the following:

- JSA 18 to 24 year old unemployed claiming JSA for 6 months or claiming other benefit for 6 months (IB/IS) or,
- ESA 18 to 24 year old claimants in the WRAG or Support Group (if appealing and on ESA over 6 months then eligible) or,
- IS or IB 18 to 24 claimants claiming for 6 months or more and.
- Not currently a Work Programme Participant or has fully completed the Work Programme,
- Universal Credit 18 to 24 year old unemployed (can be a combination of UC and other benefits that makes up the 6 months),
- Establish claimant has started work and the size of the employer (small or large) and that the employer is aware of the terms and conditions on the website.

- Issue the correct number of wage incentive claim forms, Annex 4 and Wage Incentive Claim Form employer slip (dependant upon the size of the employer and number of claimants starting work).
- Complete the “State Aid” section that relates to the claimant on the wage incentive claim form.
- If the claimant is moving from working less than 16 hours to over 16 hours please tick the box.
- Record for MI purposes the number of forms issued
- Record for MI purposes if the wage incentive has been paid and note
- The claimant record (LMS/WSP). (see section on MI and recording wage incentive has been paid)
- A combination of ESA/JSA/IS/IB/UC benefits can form the 6 months qualifying period

Employer Approaches Jobcentre Plus

18. For the wage incentive it is the claimant that has eligibility and not the employer.

19. There are no restrictions on where the employer is located or where the claimant would be working, this can mean an employer from abroad could ask to make a claim. Companies employing claimants abroad can claim the wage incentive if the claimant is eligible.

20. If an employer approaches Jobcentre Plus and the claimant is on the Work Programme the employer should be referred to the relevant Work Programme contact in the link below:

[Link to list of Work Programme provider SPOCs..](#)

Late requests for claim forms

21. In some situations claimants and employers may approach Jobcentre Plus after they have started work. Where it is clear that the employer has recruited the individual on the basis of the wage Incentive being available and the claimant has been in work for less than 6 weeks then the forms can be issued. Where requests are made beyond the 6 weeks then each case should be looked at and discretion applied where it is clear the employer has considered the Wage Incentive as part of the recruitment. It must be made clear to the employer that they must meet the terms and conditions set on the claim form.

Employment Eligibility

22. Provided the claimant is eligible then the employer can access the incentive. There are certain other employer incentives which could be utilised by employers such as the Apprenticeship Grant for Employers and Devolved Government payments such as the Welsh Assemblies Jobs Growth Wales Programme. Where it is established other types of wage incentives are in payment or about to be paid then the Youth Contract JCP wage incentive cannot be paid. (Local Authority and Devolved Government schemes)

23. Apprenticeship Grants for Employers (AGE) incentives and Wage Incentives cannot be claimed for the same job / individual. If a Youth Contract wage incentive is claimed for an apprenticeship position this has no impact on the training funding available from the Skills Funding Agency (SFA).

24. In Wales the Welsh Assembly Jobs Growth funding of up to £6500 would prevent employers from access to the Youth Contract wage incentive. The Welsh Assembly Young Recruits Programme is treated in the same way as the Jobs Growth initiative. If it is established an employer in Wales has claimed either please refer to policy team.

25. In Scotland the Scottish Government have no formal employer incentive schemes which would be impacted by this incentive.

26. The specific job must meet the same suitability criteria for accepting vacancies as in the Universal Jobmatch Terms & Conditions. See Job Conditions section for further information

Claimant Approaches JCP

27. Benefit claimants may be made aware of the incentive by their adviser when attending interviews, from publicity or from contacting employers who have been informed of the incentive.

28. There is a need to establish as much information about the employer and the job on offer to identify which forms need to be issued.

Claimant Eligibility

29. A wage incentive can be paid to an employer if the job meets the conditions and the young person meets the following conditions:

- JSA 18 to 24 year old claimants who have been unemployed claiming JSA for 6 months and over who have not started on the Work Programme. Deferred claimants would be eligible as they have not started on the Work Programme. Time spent on JSA hardship counts towards eligibility.
- ESA 18 to 24 who have undertaken a Work Capability assessment and are still in receipt of ESA after 6 months. (if appealing and on ESA over 6 months then eligible)
- IS or IB 18 to 24 claimants claiming for 6 months or more.
- Universal Credit 18 to 24 year old unemployed (can be a combination of UC and other benefits that makes up the 6 months),
- Breaks in JSA, UC & ESA/IS/IB of less than 28 days can be disregarded eg claim closed due to missed signing and small breaks in-between claiming benefits. **Note:**
 - More than 1 break can be disregarded if the total number of days is less than 28 days.
 - The period of the actual break or breaks count towards the 6 months Wage Incentive qualifying period. E.g. If a claim lasts 4 months then there is a break of less than 28 days and then a new claim is made the 6 month qualifying period will include the first claim and the break.
- A combination of ESA/JSA/IS/IB/UC benefits can form the 6 months qualifying period.
- Sanctions & disallowances don't exclude claimants but they would be subject to existing eligibility criteria. For claimants who continue to sign on for the sanction or disallowance period this counts towards their eligibility. If a claimant signs off for a disallowance or sanction period they are subject to the break in claims rules above.

- Time spent on Steps to Employment programme in Wales counts towards eligibility.
- Time spent on Employability Fund in Scotland counts towards eligibility.
- Work Programme Completers aged 18 to 24 who have claimed six months of benefits. This period of benefits can include time spent on the Work Programme or after completion and includes all the benefits above. For example claimant finished work 28/2/2013 whilst still a participant, signed back on 1/3/2013 and completed Work Programme on 1/6/2013 (3 months). Claimant would require a further 3 months unemployment and would qualify for the incentive on 1/9/2013. Claimants with a full 6 months unemployment prior to completion are eligible straightaway for the incentive. Breaks in unemployment are treated as above.
- Joint claim partners: To qualify for the WI separately either partner has to be aged 18-24, unemployed claiming JSA for 6 months or over. Both claimants can claim a WI if both are employed at the same time.
- Dependent/Non Dependent partners: The partner of a claimant is eligible for the WI if the partner and claimant are aged 18-24, either person unemployed for 6mths and either person has been claiming a qualifying benefit for 6mths or over.

Claimant/Employee Consent

30. A key part of making the incentive payment(s) is to confirm that the employee has worked sufficient hours and weeks; this is established by vetting wage slips. Whilst initially we obtained the claimants consent for employers to release wage/hours information, the Minister for Employment has signed a "Designation Order" which allows employers to send the information to us without claimant consent. This came into force from 17/07/2013 and removes the claimant consent form from the Wage Incentive process.

31. Wage incentive claim forms should be sent to the employer along with Annex 4 and the Wage Incentive Claim Form employer slip. The employer will then submit the forms at the appropriate point. Forms are to be sent to the employer by normal post.

Claimant starts work

32. Employers should be contacted as soon as possible to confirm that the individual has started work. This should be as soon as possible following the agreed start date.

33. Once employment is confirmed, record this on the claimants LMS or WSP record and ensure that the appropriate claim forms (**Annex 2**) are completed and sent to the employer. Guidance on completion of the claim form can be found at Annex 4 which should also be sent to the employer along with the Wage Incentive Claim Form employer slip. See also **para 45** onwards.

34. Forms are to be sent to the employer by normal post. The relevant Pre or Post Work Programme indicator box needs completing on the claim form to ensure the correct Management Information is collected.

35. Advise the employer of the 6 week timescale for submission of the claim forms once the claimant has completed the qualifying period. Forms received after the 6 week deadline will not be considered for payment. Claims qualifying periods are after 8 weeks and 26 weeks dependant upon employer size.

36. You must also ensure that the employer is aware that they need to send copies of payslip evidence to accompany the claim forms. This also applies to the bulk claim option.

Claimant does not start

37. If the claimant does not start work then the claim forms cannot be issued.

State Aid

38. To satisfy state aid reporting requirements (ESF), you must record on the wage incentive claim form which category a claimant falls into.

39. The categories are:

- Category 1 'disadvantaged'- these are JSA/UC and IS claimants.
- Category 2 'disabled'- these are ESA and IB claimants.

Employer Claims Process

40. Full details of the process employers must follow are contained at **Annex 3**

Payments to Large Employers

41. A large employer is defined as having 50 or more employees at the point of claim.

42. Large employers with 50 employees or more will qualify for one payment after 26 weeks employment.

43. Payments must be claimed by the employer within 6 weeks of the final date of the qualifying period. (Week 32)

Payments to Small Employers

44. A small employer is defined as having less than 50 employees at the time of the claim.

45. Small employers with fewer than 50 employees have the option of claiming an initial payment after 8 weeks and the remaining balance after 26 weeks employment. This is voluntary; they may wish to claim the whole payment at 26 weeks.

46. Payments must be claimed by the employer within 6 weeks of the final date of the qualifying period. (Weeks 14 and 32)

47. As a result of the ability to claim separately, two claim forms must be sent to the employer.

Employer Restrictions

48. The Wage Incentive is available to employers in the private and public sector with the exception of Central Government due to the implication of double funding.

49. Local Authorities and Health Authorities/Trusts are able to access the incentive. See below for other restrictions on the type of work.

Central Bank Account

50. An employer can ask for the payment to be made to a central bank account within the business. This can be done in two ways, either by the employer asking their local outlets to include these details on the normal claim form (YCWIJCP Annex2) or they can complete a Notification of Bank Account Details for Wage Incentive Payments form (BA1). This form will contain the national bank account details, which will be held by the payment team (NEST will issue the form to Account Managed employers, issue a copy to the payment team and keep a copy in NEST). Where requested by an employer to set up payment via a central bank account the adviser should issue the BA1 to the employer. Where there are no details entered on a claim form the payment team will use the Bank Account details held on the BA1. See Annex 7

Bulk Claims

51. Some employers will want the claim forms to be received centrally and want to claim for a number of payments in one batch. The onus is on the employer to ensure their local outlets (if they do not recruit centrally) ask for the forms to be sent to the central address either by the WPP or by the Jobcentres. The employer may then take up the option to claim in bulk as follows:

- Up to 49 claims can be received for processing in any one batch
- The employer can either complete 49 separate claim forms and attach wage slips or complete one spread sheet (account managed employers will have the bulk claim spreadsheet issued to the employer by NEST along with the bank account form) with wage slips
- For non account managed employers staff must obtain an email address for the employer and send the bulk claim spreadsheet to the relevant person, and inform the payment team this has been issued
- All documents must be sent to the payment team via secure post or courier (as a minimum by recorded delivery) within 6 weeks of the qualification period

See Annex 8

Job Conditions

52. The job being made available to the claimant must be:

- A vacancy for a permanent position (expected to last at least 26 weeks)
- At least 16 hours per week or more (see paragraph 56 for unusual shift patterns or contracted hours)
- Sourced by the adviser, claimant or offered by an employer
- A vacant post that will not displace a current employee (i.e. making another employee redundant)
- Legitimate/legal employment
- Paying a wage that is equal to or more than the National Minimum Wage rate or Apprenticeship National Minimum wage rate.
(When Wage Incentive opportunities are being agreed ensure employers are aware of the National Minimum Wage (NMW) and apprentice NMW pages on: <https://www.gov.uk/national-minimum-wage/who-gets-the-minimum-wage>)

- Whilst a wage incentive cannot be paid to Work Programme providers for participants who start work for them under the Work Programme wage incentive, it can be paid to eligible non participants who start work for them.

53. The employment must NOT be:

- Self employment
- With a Central Government, Non Departmental Public Body or Executive Agency
- Replacing a subsidised worker (one for which a wage incentive has been claimed) with another subsidised worker (including the same person again)
- Under 16 hours per week

Jobs within the Adult Entertainment Industry

54. To mirror policy used within the Universal Jobmatch Job Posting Rules Guide the Wage Incentive must not be used, offered or marketed to employers for jobs for sexual services or jobs of a sexual nature. The following jobs are excluded:

- Lap/pole/table/dancers
- Web-cam performers
- Male/Female Escorts
- Masseur/masseuse in saunas/massage parlours
- Strippers
- Porn actors/actresses
- Glamour models
- Presenters/hosts/dancers for adult channels on digital TV
- Sex chat-line operators
- Strippograms
- Kissograms
- Topless bar staff
- Topless cleaners
- Dominatrix
- Mud wrestlers/cat fighters
- Dance troupes (e.g. burlesque, Chippendale)

Acceptable Jobs within the Adult Entertainment Industry

55. The Wage Incentive can be considered for jobs placed within the adult entertainment industry but must only be for the purposes of:

- Selling (retailing), manufacturing and distributing of adult entertainment products

Jobs which are acceptable include:

- those involved in the sale, manufacture, distribution and display of sex related products;
- auxiliary workers in lap/pole dancing clubs – e.g. bar staff, door staff, receptionists or cleaners;

- auxiliary workers in strip clubs – e.g. bar staff, door staff, receptionists or cleaners;
- auxiliary workers in saunas/massage parlours e.g. bar staff, door staff, receptionists or cleaners;
- glamour mode photographers;
- web-cam operators;
- TV camera operators, sound technicians, producers/directors for adult channels on digital TV;
- TV camera operators, sound technicians, producers/directors for pornographic films.

If any doubts arise about the suitability of a job please see the Guidance Queries and Help section of this guide.

56. See also guidance on treatment of different types of employment.

Treatment of different types of employment

Employment Agencies

57. Employment agencies can claim wage incentives when they place an individual within a host business and pay their wages and provide them with wage slips. However, the single placement must be expected to last at least 26 weeks; where an agency places an individual into a series of placements that cumulatively last for at least 26 weeks, the wage incentive is not payable.

Apprenticeship

58. Apprenticeship Grants for Employers (AGE) incentives and wage incentives cannot be claimed for the same job / individual. If a wage incentive is claimed for an apprenticeship position this has no impact on the training funding available from the Skills Funding Agency (SFA).

Work Experience Opportunities

59. Please see the attached guidance on Work Experience Opportunities and Wage Incentives. Work experience opportunities must not be agreed where there is a known vacancy that attracts the Wage Incentive.

Term time working

60. For term-time only positions, where a young person is employed (e.g. in a school administration role) but working zero hours at specified times, claims should be submitted when 26 weeks of actual work has been completed and the onus is placed on ensuring out-of-work benefits are not claimed during these 'zero hour' weeks.

Seasonal Workers

61. For seasonal workers, the work must be expected to last at least 26 weeks and these weeks must be accrued consecutively to maintain the integrity of the scheme.

Unusual Shift Patterns and contracted hours

62. Where an individual is employed and required to work an unusual shift pattern, we will pay the Wage Incentive based on a weekly average of hours. The weekly average can be calculated over the 26 week period.

Periods of absence during incentivised work

63. The following information must be used for treating periods of absence when a young person is employed in a job that attracts a wage incentive.

Maternity

64. Where maternity leave begins during the period of incentivised employment, the incentive will be paid at 26 weeks so long as the individual remains in employment and is paid employer maternity pay or statutory maternity leave. If, however, someone leaves employment, or receives Maternity Allowance from DWP, we will not pay a wage incentive.

Absence through sickness

65. Where periods of sickness occur during the period being claimed for, it is possible that an employee could be paid 'sick pay' or claim Statutory Sick Pay (SSP) from the employer. As the employer is paying the employee we can see no reason to alter claim eligibility.

66. However, in cases where no sick pay is offered and SSP cannot be claimed as the employee's average weekly earnings are less than £107 per week (part-time work), they might be able to receive ESA whilst remaining in employment.

67. We will disregard periods of sickness of less than a week, but where ESA is payable in a period of sickness we will 'stop the clock' in a similar way to how we manage term-time working. This would require employers to submit the claim when 26 weeks of paid active work has been achieved.

Employment terminates and claimant retains Wage Incentive eligibility

68. Where the Wage Incentive marker has been set for a claimant and subsequently the employment ends, a claimant could return to benefits with continued Wage Incentive eligibility. Provided the claimant returns within the 28 day linking period then eligibility is preserved. It is not possible for the employer in this case to claim the incentive.

69. If a future Wage Incentive claim is identified the claim forms can be issued to the new employer and the most suitable LMS Wage Incentive marker should be selected. This should not be set within the same week as the previous marker to avoid MI duplication.

Employer Follow Up

70. The intention of the employer follow-up activity is to increase take-up of the wage incentive payments to employers and help to secure sustainable outcomes for young people. Where employers have taken eligible young people in to jobs and been given a claim form they should be offered support to ensure that they are aware of how to make their claim.

71. The following activities should be undertaken and recorded on LMS
Conversations to confirm action taken and outcome:

- Contact employer at the 4 week of employment point to check if forms have been received, build relationships and establish if they need any support;
- Periodic review to establish if employee is still working;
- Contact employer at claim submission point- this is established from the size of employer and number of forms that have been issued. (8 or 26 weeks).

72. Districts will need to establish a process for undertaking this activity and the following are options available:

- Establish a contact point for Jobcentres to notify claimant and employer details where forms have been issued and deal with follow up and any questions arising. (Process to notify when claim forms are issued and employer details needed);
- Deliver follow up and support for employers at each individual Jobcentre. (Recording process needed at a central location for control).
Note: Large employers may have this process suspended in certain circumstances, see below for latest exemptions.
 - Co-operative Group which includes the Co-operative Banking Group
 - Compass Group UK and Ireland
 - Mitie Group
 - Park Holidays UK

73. Where claimants have commenced employment with Account Managed employers then the follow up will still be carried out by the Jobcentre or District Point.

74. As a minimum Districts should record immediately the following details on LMS even where localised trackers may be in use:

- Claimant, NINo and Employer details;
- Employment start date;
- Date 4 week follow up undertaken;
- Date the claim submission follow up undertaken.

75. Whilst the initial Hotspot Districts will in most cases have established some follow up activity with employers, this guidance sets the minimum activity expected for all Districts. A Performance Improvement review and Task and Finish Group are currently looking at good practice and this may inform further actions to support outcomes.

76. A temporary exemption on local follow up is in place for Wm Morrison's (Supermarket) due to a major wage incentive campaign which will be handled until further notice by National Employer Sales Team (Nest).

Marketing

77. A claimant marketing letter is attached at Annex 5 and a suggested statement for electronic applications is detailed in Annex 6. Please also see the Youth Contract Products Page which includes a range of Youth Contract products aimed at claimants to generate awareness of the opportunities and support available to unemployed young people.

Payment Rates and Stages

78. If the employer wishes to use the wage incentive scheme you should inform them of the appropriate payment rate.

Full and Part time rates

79. Employee who works Full Time (30hrs plus) will attract a full payment

80. Employee who works Part Time (16hrs - 29hrs) will attract a half payment

Large and Small employers

81. Small employers with fewer than 50 employees have the option of claiming an initial payment after 8 weeks and the remaining balance after 26 weeks employment. This is voluntary; they may wish to claim the whole payment at 26 weeks

82. Large employers with 50 employees or more will qualify for one payment after 26 weeks employment

83. Payments must be claimed by the employer within 6 weeks of the final date of the qualifying period

84. We cannot make any payment without the Employee Consent Form and a Wage Incentive Application Form

Payment rates and stages table

	Part-Time Rate 16hrs to 29 hrs	Full-Time rate 30 hrs or more
Large Employer or Small Employer (that chooses not to claim 8 week payment) Claim at 26 week stage	£1,137.50	£2,275.00
Small Employer Choosing to claim at 8 week stage	£ 350.00	£ 700.00
Small Employer (where the employer has already received an 8 week payment) Claim at 26 week stage	£ 787.50	£1,575.00
If the employee leaves in weeks 14 to 25, this will attract a payment of half of the wage incentive payment at the rate for either full-time or part-time. No payment will be made for employees leaving in the first 13 weeks (8 week payments already paid will not be recovered).		
Large Employer or Small Employer (that chooses not to claim 8 week payment)	£ 568.75	£1,137.50

Claim for employee leaving from the 14 week stage		
Small Employer Claim for employee leaving from the 14 week stage (where the employer has already received an 8 week payment)	£ 218.75	£ 437.50
Large Employer = (50 or more employees) Small Employer = (fewer than 50 employees)		

Management Information

85. Existing MI from the hotspot areas has been gathered via LMS pilot markers. LMS functionality allows retrospective input but only in the claimants owning office can the marker be set. There is no facility to record Pilot markers within WSP for Universal Credit claimants.

86. There are four MI selections available to record the form types issued to employers and a wage incentive has been paid choice. The markers should be set whenever the forms are issued.

Setting the Wage Incentive Pilot marker information.

87. To obtain the relevant markers, from the LMS View Client Details screen select the New Initiative Hotspot or Initiatives button from the menu bar.

88. The hotspot is present on all customer records regardless of employment status but will only be active when the View Client Details screen is being viewed i.e. clicking on the hotspot will not produce a list of initiatives when the customer record is being created or amended.

89. You should set the marker once you have confirmation of the employment start. Please note you can only set the marker if you are based in the claimants owning Jobcentre on LMS. If you are not able to set the marker the first check should be to establish the claimants owning office to see if it is the same as your LMS location.

90. Clicking on either will open a drop down field to the right of the New Initiative marker. The drop down list will only contain the initiatives for which the customer is eligible.

View Client Details - A WHITTAKER No. 2496778

File Edit Hotspots Function Other Function Initiatives Help

New Amend IntHist Actins Conv Case Sub Hist Keep Spec ActPln JSAg NoDir NoDec Save Close

NINo/RefNo: JT123456D Title: Mr Claim More

Forename: ALLAN Adviser: None Quals/Assmt NewInt

Surname: WHITTAKER Emp Status: Unemployed, Claiming JSA Under 6 Months

Tel No: Address/Tel No Status: Active

DOB: 01/01/1977 Age: 35 YP: No Qlty Prds

Sex: Male ExIB: No DP: No Pension Credit: Not Known Credit Date: 01/01/2044

Joint Claim: No Parent: No Children: Not Known

JP First Contact

New Initiative: None Selected

- None Selected
- WPSLP
- WPSP
- Pilots
- WFI Partner
- IWI

91. Click on the drop down arrow and select the "Pilots" initiative from the list.
92. The next window will then contain a list of pilot markers available in your office. Select the JCP Wage Incentive line.

Create Pilot Details -

File Edit Function Help

Amend Hist Save Close

p2w-LinkUP: None Selected In-Work Credit: None Selected

BYB: None Selected YP Guarantee: None Selected

Community Outreach: None Selected Volunteering: None Selected

RtC Work Choice: None Selected D1SPLWP Defer/Exempt: None Selected

Domestic Violence: None Selected Benefit Cap: None Selected

Remploy Support: None Selected JCP Wage Incentive: None Selected

Pilot: Not Applicable Pilot: None Selected

Pilot: Not Applicable Pilot: FT Work 26 wk claim

Pilot: Not Applicable Pilot: FT Work 8+26 wk claim

Pilot: Not Applicable Pilot: PT Work 26 wk claim

Pilot: Not Applicable Pilot: PT Work 8+26 wk claim

Pilot: Not Applicable Pilot: Wage Incentive Paid

Pilot: Not Applicable Pilot: Not Applicable

93. The following Items will then appear in a window after clicking on JCP Wage Incentive Pilot Markers:

1. FT Work 26 wk claim
2. FT Work 8+26 wk claim
3. PT Work 26 wk claim
4. PT Work 8+26 wk claim
5. Wage Incentive Paid

94. Select the relevant item. Lines 1 to 4 are to record forms issued.

95. Line 5 is to record when informed that the incentive has been paid either through the Jobcentre Plus, Work Programme or Work Choice route. This is to enable avoiding duplicate awards of the incentive. Where the Wage Incentive Pilot Marker has been set for a Pre Work Programme outcome and another Post Work Programme marker needs setting, if the type is identical select one of the other types to ensure the result is captured.

Recording of Wage Incentive Payment

96. As the Wage Incentive is now available in Pre, On and Post Work Programme periods it is no longer a formal requirement to record the fact that a Wage Incentive payment has been made. Where established from an employer, provider or claimant that the incentive has been paid you can record this in the pilot markers but there is no formal need to do this. Management information on payments made and conversion rates will continue to be provided from the Wage Incentive Payment Team.

Reporting Timetable

97. Jobcentre Plus will follow the same reporting timetable as Work Programme providers

	Reporting Period		
Reporting Month	From	To	Returned by* (12pm Noon)
Dec-12***	01/12/2012	31/12/2012	08/01/2013
Jan-13	01/01/2013	31/01/2013	07/02/2013
Feb-13	01/02/2013	28/02/2013	07/03/2013
Mar-13	01/03/2013	31/03/2013	05/04/2013

*** This return will contain Hotspot area MI only until all Jobcentres have the pilot markers from 14/1/2013

Complaints Process

98. If employers or claimants make a complaint around the handling by Jobcentre Plus of the wage incentive, then the complaint should proceed through the normal Jobcentre complaints process with District office involved where necessary. An alternative complaints process is available for the Work Programme wage incentive route.

List of Document Annexes

Annex 2: Wage Incentive Claim Form

Annex 3: Employer Claims Process

Annex 4: Employer Instructions on Completing Claim Form

Annex 5: Claimant Marketing Letter

Annex 6: Electronic Job Application Statement

Annex 7: Notification of Bank Account Details for Wage Incentive Payments form (BA1).

Annex 8: Bulk Payment spread sheet

Annex 9: Wage Incentive Claim Form employer slip