

Post Work Programme Support (JSA claimants)

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 Jobcentre Plus Live Support 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.

Implementation

3. Post Work Programme Support (PWPS) for Jobseeker's Allowance (JSA) claimants is help and support, based on a claimant's individual circumstances. It is not underpinned by specific PWPS legislation; everything delivered through PWPS is delivered under existing legislation.
4. PWPS applies to those claiming JSA at the point their Work Programme (WP) participation ends and to those off benefit when their time on WP ends who subsequently claim JSA within 12 weeks of their WP end date.
5. For those claiming JSA when WP participation ends, 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 guidance is followed.
 - A Work Programme Completer Interview (WPCI) is booked. This interview must be conducted within 15 working days of the claimant's WP 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.
6. Joint claim couples completing WP 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.
7. JSA credit only claimants completing WP should be booked to attend a mandatory WPCI.
8. Regards those off benefit when WP participation ends and who subsequently make a new claim to JSA within 12 weeks of their WP end date, Advisory Teams must have robust systems in place to identify these claimants and assign them to the appropriate PWPS routeway.
9. 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.
10. Those who reclaim 12 weeks or more after their WP end date will not be assigned to PWPS.

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

Important note: WP completers **must not** be re-referred to the WP at any time or under any circumstances.

Work Programme Completer Interview

11. The Work Programme Completer Interview (WPCI) is a 40 minute full diagnostic interview which must be conducted on a face-to-face basis by a Personal Adviser.

12. 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 Post Work Programme Support (PWPS).

Deciding between Jobcentre Plus Offer and Mandatory Intervention Regime

13. PWPS claimants will be assigned to either the standard Jobcentre Plus Offer (JCP Offer) or a more intensive support process known as Mandatory Intervention Regime (MIR). That decision, based on the following general guidelines, rests with the adviser.

14. Prior to the WPCI, a check of Labour Market System (LMS) pilot markers should be made to identify claimants who have, for example, a benefit cap or troubled families marker set, so that the provision can be tailored around the support they are already receiving.

15. During the diagnostic WPCI advisers should identify the particular barriers that have prevented the claimant from finding or keeping a job. Once identified advisers should refer to existing guidance that details how to address these barriers; for example, where a lack of skills is a barrier they should follow the skills guidance. This applies both to claimants allocated to the JCP Offer and to MIR.

16. Assignment to the JCP 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.

17. Assignment to MIR 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.

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

19. Claimants who have completed Work Programme (WP) early due to the provider claiming all the eligible payments should be placed on the JCP Offer (Business As Usual (BAU)) cohort. As they will have had recent sustained work experience they would not be suitable for MIR.

Claimant assigned to JCP Offer

20. The adviser must take the following steps:

| Step | Action |
|------|--|
| 1 | <p>Explain to the claimant:</p> <ul style="list-style-type: none"> the support available to them through the standard JCP Offer the conditionality and sanction regime. <p>NB Due to the length of time spent on WP 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.</p> |
| 2 | Conduct skills screening and consider the need for a skills assessment. |
| 3 | Update the claimant's Jobseeker's Agreement or, where roll-out has occurred, draw-up a JSA Claimant Commitment. |
| 4 | <p>Update LMS:</p> <ul style="list-style-type: none"> select the PWPS pilot marker and set it to 'JSA PWPS BAU' (BAU = Business as Usual) (if appropriate) arrange next adviser interview. |

Claimant assigned to MIR

21. The adviser must take the following steps:

| Step | Action |
|------|--|
| 1 | <p>Explain to the claimant:</p> <ul style="list-style-type: none"> the full range of support available to them within MIR. As MIR is delivered flexibly, ensure individual claimants are made aware of the support they can expect to receive from your office the conditionality / sanction regime attached to their claim and participation in MIR that MIR will last for at least 26 weeks. <p>NB Due to the length of time spent on WP 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.</p> |
| 2 | Conduct skills screening and consider the need for a skills assessment. |
| 3 | Update the claimant's Jobseeker's Agreement or, where roll-out has occurred, draw-up a JSA Claimant Commitment. |
| 4 | <p>Update LMS:</p> <ul style="list-style-type: none"> 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 26 weeks to review if MIR remains appropriate, using standard text 'MIR Review – do not |

| | |
|--|---|
| | delete workflow before (insert date workflow matures)'. |
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Claimant fails to attend WPCI

22. Before taking fail to attend (FTA) action, check the claimant hasn't notified the department that they would not be attending. If they have, see the 'Claimant notifies JCP they will not be attending WPCI' section of this guidance.

23. Claimants who fail to attend the WPCI must be assigned to MIR. Take the following steps:

| Step | Action |
|------|---|
| 1 | Update LMS: <ul style="list-style-type: none"> select the PWPS pilot marker and set it to 'JSA PWPS OCM' (OCM = Ongoing Case Management) set a workflow for 24 weeks to review if MIR is still appropriate using standard text 'MIR Review – do not delete workflow before (insert date workflow matures)' |
| 2 | Follow the normal FTA procedure and, if appropriate, DMA referral process*. If, subsequently, the claimant makes contact and the claim continues, a new adviser full diagnostic interview must be booked as a 'Flexible Intervention' (not a WPCI as the claimant has already been assigned to MIR) as soon as possible. At that interview update the claimant's Jobseeker's Agreement or, where roll-out has occurred, draw-up a JSA Claimant Commitment. *Reminder - there is a separate DMA process for credits only claimants |

Claimant notifies JCP they will not be attending WPCI

24. If a claimant notifies you they are unable to attend the WPCI, follow 'Rearranging interviews' guidance.

25. If a claimant notifies you they will not be attending the WPCI because they are terminating their claim, take normal claim closure action and follow the Work Programme Exit Report, 'Capturing Off Flow between initial contact script and Completer Interview' guidance. If they reclaim JSA within 12 weeks of their WP end date, they will be assigned to the appropriate routeway; see 'New claim from person that ceased claiming between Work Programme end date and WPCI'.

Delivering the Mandatory Intervention Regime

26. 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.

27. 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).

28. MIR will continue for at least 26 weeks from the date of the Work Programme Completer Interview.

29. 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.

30. Existing Labour Market System (LMS) interview types must be used to deliver MIR.

31. 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

32. 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 below); if MIR remains appropriate the claimant must be informed accordingly and their participation in MIR reviewed on a regular basis.

33. When MIR is no longer considered appropriate, the following steps must be taken:

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

12 week linking

34. A 12 week linking period has been introduced to the Post Work Programme Support (PWPS) process from 25/11/13.

35. PWPS participants who are subsequently off benefit for 12 weeks or more will not be assigned to PWPS if they reclaim.

36. A claimant off benefit when Work Programme (WP) participation ended will not be assigned to PWPS if they make a new JSA claim more than 12 weeks after the WP end date. **NB:** this does not apply if they claimed

Employment and Support Allowance (ESA) between their WP end date and claim to JSA as they will be treated as a new claim made by an ESA Work Programme completer.

37. Information can be found within the appropriate sections in this guidance.

New claim from person off benefit when Work Programme completed

38. New claimants are eligible for Post Work Programme Support (PWPS) if they make their claim within 12 weeks of their Work Programme end date, and must be assigned to the routeway most appropriate to their circumstances.

39. It is for Districts / offices to determine if the New Jobseeker Interview (NJI) should double as the Work Programme Completer Interview (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 as the WPCI is a full diagnostic interview.

40. Advisers must follow the steps set out in the Work Programme Completer Interview section of this guidance.

41. New claimants who make a claim 12 weeks or more after their WP end date will not be assigned to PWPS.

New claim from person that ceased claiming between Work Programme end date and WPCI

42. Such claimants are eligible for Post Work Programme Support (PWPS) if they reclaim within 12 weeks of their Work Programme (WP) end date, and must be assigned to the routeway most appropriate to their circumstances.

43. It is for Districts / offices to determine if the New Jobseeker Interview (NJI) should double as the Work Programme Completer Interview (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 as the WPCI is a full diagnostic interview.

44. Advisers must follow the steps set out in the Work Programme Completer Interview section of this guidance.

45. New claimants who make a claim 12 weeks or more after their WP end date will not be assigned to PWPS.

New claim made by an ESA Work Programme completer

46. Upon completing Work Programme, joining Post Work Programme Support (PWPS) is mandatory for some Employment and Support Allowance (ESA) claimants and voluntary for others.

47. Those who are required to join and those who volunteered to join will have had a Work Programme Completer Interview (WPCI) and hold a PWPS marker on their Labour Market System (LMS) record; those who chose not to join will not have had a WPCI or have a PWPS marker set. The action to take will depend on whether or not a PWPS marker is held.

PWPS marker already set

48. In this scenario the claimant should be allocated to the JSA PWPS routeway most appropriate to their circumstances. The allocation decision must be made by an adviser in either a New Jobseeker Interview (NJI) or Flexible Intervention (as the claimant has already had a WPCI under the ESA regime it would not be appropriate to record another).

49. The PWPS pilot marker must be amended accordingly. See 'Claimant assigned to JCP Offer' or 'Claimant assigned to MIR'

50. Any LMS workflows set must be reviewed and amended appropriately. If the claimant is allocated to JCP Offer no workflow is required. If the claimant is allocated to MIR set a workflow; see 'Claimant assigned to MIR'.

PWPS marker not set

51. Such claimants must be allocated to the JSA PWPS routeway most appropriate to their circumstances. The allocation decision must be made by an adviser during either the New Jobseeker Interview or in a WPCI (as the claimant has not had a WPCI under the ESA regime).

52. It is for Districts / offices to determine if the 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.

53. The PWPS pilot marker must be set accordingly. See 'Claimant assigned to JCP Offer' or 'Claimant assigned to MIR'

54. LMS workflows must be set as appropriate. If the claimant is allocated to JCP Offer no workflow is required. If the claimant is allocated to MIR set a workflow; see 'Claimant assigned to MIR'.

PWPS participant breaks their JSA claim

55. If a Jobseeker's Allowance (JSA) Post Work Programme Support (PWPS) participant reclaims JSA within 12 weeks they will, generally speaking, return to the PWPS routeway they were participating in when their claim closed.

56. The possible exception here is if the claimant was participating in Mandatory Intervention Regime (MIR) and the MIR review period has elapsed; in these cases it is for the adviser to determine which group the claimant is assigned to and ensure the PWPS marker reflects this accurately.

57. If the break in claim is more than 12 weeks, the claimant will not be assigned to PWPS if they reclaim JSA. In these cases it is appropriate to set the PWPS marker to 'PWPS Completed'.

PWPS participant claims ESA

58. If a Jobseeker's Allowance (JSA) Post Work Programme Support (PWPS) claimant makes a claim to Employment and Support Allowance (ESA), the ESA Guidance for Jobcentres Post Work Programme Support guidance will apply.

59. The PWPS pilot marker must be amended accordingly to show they are an ESA claimant.

Work Programme returner is on a training course.

60. If, during the Work Programme Completer Interview, evidence from the claimant or from their exit report shows that they are currently on a training

course arranged through their Work Programme provider, then they should be allowed to continue on the course where the adviser agrees that:

- JSA conditionality continues to be met
- the training relates to their intended Job Goal (where there are jobs in the Local Labour Market)
- the training will improve their prospects of achieving work or move them closer to the labour market
- the training is due to end in a reasonable time ('reasonable' would be measured against similar course durations on the DPT)
- the training course is likely to be a direct route to a job and not a stepping stone to more training
- if payment for travel costs, certificates or course materials are required then this is considered through normal Jobcentre Plus rules
- 'conditionality' rules are considered and appropriate allowances payable. (eg Full-time courses), and
- the District has available funds to pay for the training.

61. If the training is a full time course and is funded by SFA then Districts will need to decide if they can fund any other associated costs such as training allowance, childcare and travel through Flexible Support Fund (FSF).

62. If it is decided that the claimant should continue the training, the District can consider LVP, but there is no additional funding for PWPS, the cost would need to be met from the District FSF budget. This may result in the claimant continuing with training, but with a different provider.

63. A common sense approach must be applied to the procurement of any training but on occasions Districts may not be able to fund the same training due to commercial rules, Districts are able to use the freedom and flexibilities (within commercial rules) to make local decisions on this matter.

Claimants who commenced PWPS prior to 25/11/2013

64. The decision that Post Work Programme Support (PWPS) will now continue for an unspecified period means action needs to be taken in regard to claimants who commenced PWPS prior to 25/11/2013.

MIR group claimants

65. Mandatory Intervention Regime (MIR) group claimants will have been told that participation lasts for a fixed period of 26 weeks from their date of allocation. These claimants must now be informed that their participation in MIR will be reviewed at the 26 week point. It is recommended that participants be informed of this change at the earliest possible opportunity.

66. Additionally for these claimants, a Labour Market System (LMS) workflow will have been set for 24 weeks later using standard text 'End of MIR – Book JSA end of PWPS Interview. Do not delete workflow before (date workflow matures)'.

67. When this workflow matures, **do not** book an end of PWPS interview and **do not** change the PWPS marker to 'PWPS Completed'. Instead, at the 26 week point determine if the claimant should be kept on MIR (to be reviewed on a regular basis) or converted to JCP Offer. The PWPS marker should then reflect that decision ('JSA PWPS OCM' or 'JSA PWPS BAU').

JCP Offer claimants

68. When a claimant was allocated to Jobcentre Plus Offer (JCP Offer) a LMS workflow will have been set for 26 weeks later using standard text 'Update PWPS pilot marker to PWPS Completed. Do not delete before (date workflow matures)'.

69. In light of the PWPS extension, when the workflow matures **do not** change the PWPS marker to 'PWPS Completed'; the marker must stay as 'JSA PWPS BAU'.