



In Work Progression Randomised Control Trial

Awareness for our people in Service Centres



1. About this Awareness document

1.1 What it is, who it's for and where to use it:

- This document provides information to support our people working in Service Centres, including Account Developers, Telephony Agents and Decision Makers and their managers.

This text has been removed as per section 22a of the Freedom of Information Act as disclosure would, or would be likely to, prejudice the programme of research and the integrity of the trial data.

However, Section 21 of the Freedom of Information Act enables us to direct you to information, already within the public domain, which covers the information you have requested. Information on the In Work Progression Randomised Control Trial can be found at www.gov.uk/uc-at-work-spring-2015.pdf

- The IWP trials go live in the following 10 sites from 20th April 2015;
 - Wigan
 - Warrington
 - Oldham
 - Ashton-under-Lyme
 - Bath
 - Rugby
 - Harrogate
 - Hammersmith
 - Inverness
 - Shotton

1.2 Background

- As part of UC we will for the first time be actively supporting claimants who are in low paid work, or in low earning households to earn more and become more financially independent and self sufficient. The current offer to this claimant group is limited and we need to understand the best and most effective ways to help people on UC earn more. This may be through increased hours in their current job, career progression, additional jobs or a completely new job.
- Through the IWP Trial we will build vital evidence to inform a future national in-work service helping to drive earnings progression amongst those who are in work but could reasonably expected to do more.
- Claimants on low earnings who can reasonably be expected to do more have a responsibility to seek opportunities for earnings progression and greater independence and our Coaches will support them in this.

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2 How you will make a difference:

ACCOUNT DEVELOPERS

- There will be a minimal impact on Service Centre processes as the IWP Trial focuses on the conversations between Work Coaches and claimants. However, there are some impacts, which you need to be aware of:
- Participation in the IWP trial is mandatory for those claimants in the AWRR Light Touch Regime. There are some legal exclusions, but it is the Work Coach who will determine this, based on the claimant's circumstance. If the claimant is excluded from the IWP Trial they will follow the current AWRR Light Touch Regime.

• If a claimant's circumstances trigger a change of Conditionality Regime, you will receive the the following CAMLite task:

Task type: 'Conditionality'

Sub type: 'Conditionality changed'

• **It is imperative that this task is actioned promptly** to ensure the claimant is allocated to the correct Conditionality Regime. This will enable their ongoing intervention regime and support from UC to be managed effectively and without delay effectively.

• Actioning this task may result in claimants entering or leaving the Trial.

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PLEASE REMEMBER: Your role is crucial in ensuring that the right claimants enter the Trial ASAP on change of their Conditionality Regime.

We need to ensure that we can gather findings, evaluate and learn from the Trial as early as possible and that has a dependency on you actioning the CAMLite task which triggers the process for entry to the Trial.

TELEPHONY AGENTS

- As a telephony agent, you may receive enquiries from claimants in the IWP Trial and it is therefore important that you have a general awareness about the Trial so that you are prepared when responding to a call – pages 1 & 2 of this document provide an overview of the IWP Trial.
- Due to the interaction between the claimant and their Work Coach, we are not expecting any avoidable contact to be generated. The Work Coach will be expected to build a relationship with their claimants to ensure all aspects of the IWP Trial are fully understood. So, apart from having a general awareness of the IWP Trial, you will not be expected to handle the call differently for claimants in the trial.

DECISION MAKERS

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- If a claimant isn't meeting their requirements and a doubt is raised, all current processes and considerations should be followed and taken into account when deciding whether to apply a sanction to a UC claim.
- Essentially, the current Decision Maker guidance should be followed at all times and an individual claimant's circumstances should be considered and taken into account but you must be aware that doubt referrals will be received for in-work claimants as part of the IWP Trial.
- **Further information about changes to the regulations for the IWP Trail can be found in the Memo ADM 5/15 THE UNIVERSAL CREDIT (WORK-RELATED REQUIREMENTS) IN WORK PILOT SCHEME AND AMENDMENT REGULATIONS 2015**

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