

Mr Frank N Stein
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NI: XX123456B

3 November 2014

FAO The Manager
Jobcentre Plus
Maritime House
Old Town
London SW4 0JW

Dear Sir/Madam,

I attended Clapham Common jobcentre at 3.00 pm on 1 November 2014 for a Mandatory Work Activity (MWA) referral appointment with the adviser named Adolf.

At this referral appointment, Adolf failed to follow the correct procedure stipulated in the DWP Mandatory Work Activity Guidance v29 (May 2014). Please find enclosed an extract of this document containing a detailed list of the procedures Adolf failed to follow.

I respectfully request the immediate cancellation of my MWA referral to Seetec and an apology for this appalling customer service, which has resulted in my being denied the right to be informed of the reasons why I had been referred to the MWA scheme and how I was to benefit from it.

Yours faithfully

Frank N Stein

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DWP Mandatory Work Activity Guidance - v29 (May 2014)

17. A JSA claimant potentially suitable for MWA is one identified through the work targeted interview process as lacking, or failing to demonstrate, the focus and discipline necessary to effectively:

- seek out and pursue job opportunities
- secure and retain employment.

RE 17: The adviser, Adolf did not conduct a work targeted interview. He simply said I was being referred to Seetec and asked me to sign to confirm I had received the MWA referral letter.

20. MWA may be beneficial for a claimant that has recently received a labour market related sanction / disallowance, providing an opportunity for them to develop the skills, disciplines and behaviours sought by employers.

(NB MWA must not be used as an alternative means of addressing conditionality doubts. If there are doubts about a claimant meeting JSA conditionality i.e.availability and actively seeking, those doubts must be addressed appropriately).

21. If a lack of recent work experience is proving to be a barrier to finding work for an otherwise well-focused claimant (even if they may be seeking out and pursuing job opportunities), Advisory Teams should seek to address this with the claimant by discussing the ways in which this experience could be gained - for example through Work Together, work experience or by pursuing volunteering opportunities.

RE 21: Adolf, my adviser, did not mention any other choices.

22. Where a claimant is unwilling to address a lack of recent work experience, and Advisory Teams believe an MWA placement would address this barrier and help a claimant move closer to the labour market, they should consider if a referral to MWA is appropriate for the individual claimant.

23. MWA is not an appropriate means of providing recent work experience unless other options have been explored and are unlikely to lead to the removal of this barrier – for example, the claimant will / does not pursue options that would remove the barrier.

Introducing MWA to claimants

27. A referral to MWA must never come as a surprise to a claimant. If a claimant's circumstances suggest that they may be suitable for a referral to MWA, the adviser must:

- explain to the claimant that they are being considered for referral and the reasons why i.e. to develop skills, disciplines and behaviours that are widely valued by employers and that can help them in seeking employment;

- provide an overview of the provision to the claimant;
- explain to the claimant that the case for referring them will be discussed with the Advisory Team Manager in line with district implementation protocols to support MWA;
- explain to the claimant that if they are subsequently referred to MWA, participation is mandatory i.e. they may face a benefit sanction if they do not take part; and record, as an LMS conversation, that the discussion with the claimant has taken place and the reasons cited for considering an MWA referral.

NB The language and tone used when discussing MWA with claimants is crucial. MWA must never be used as a threat or portrayed as a punitive measure.

RE 27: Adolf did not explain any of the reasons why I was being referred to MWA or how I was to benefit from it.

I also felt too intimidated to ask any questions about the referral. Consequently, I felt my referral was a punitive measure.

Referral process

28. The decision to refer a claimant to MWA provision must be seen to be fair and reasonable; it must have been made following consultation between the claimant's Work Coach and Work Services Manager (see District implementation section of this guidance) and the fact that the consultation took place must be recorded as a LMS conversation.

30. If the reasons remain valid, before referring the claimant to the MWA provider the Work Coach must check that there is nothing to prevent the claimant from completing 4 consecutive weeks on provision, e.g. holiday arrangements, jury service etc. The referral must be deferred if the claimant cannot undertake 4 consecutive weeks on provision. Additionally, the claimant's Work Programme entry point must be checked; if that date falls within the next 6 weeks, the appropriateness of a referral to MWA must be

considered, though it is intended claimants suitable for MWA complete it before entering the Work Programme

32. The Work Coach undertaking the referral must take the following actions:

Explain to the claimant:

- about Back to Work Schemes
- why they are being referred
- that the case for referring them has been discussed, and agreed, by the Work Services Manager
- what the provision entails
- how we expect them to benefit from the provision that any travel and/or care costs they incur will be met by the provider

RE 32: Adolf did not explain any of the above to me.

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