

Annex 4: List of Abbreviations

ATM	Adviser Team Manager
BACS	Bankers' Automated Clearing Services
BoT	Balance of Time
CAP	Community Action Programme
CEP	Contracted Employment Provision
CPA	Contract Package Area
CRB	Criminal Records Bureau
DNS	Did Not Start
DWP	Department for Work and Pensions
FJR	Fortnightly Jobsearch Review
FND	Flexible New Deal
FTA	Failed to Attend
IB	Incapacity Benefits
ICE	Independent Case Examiner
JCP	Jobcentre Plus
JCP PA	Jobcentre Plus Personal Adviser
JSA	Jobseekers Allowance
JSAg	Jobseeker's Agreement
LM-DMA	Labour Market Decision Making and Appeal
LMS	Labour Market System
MAPPA	Multi-Agency Public Protection Arrangement
MI	Management Information
NEET	Not in Employment, Education or Training
NI	Northern Ireland
Ofsted	Office for Standards in Education
PAT	Provider Assurance Team
PEM	Provider Engagement Meetings
PHSO	Parliamentary and Health Service Ombudsman
POST	PRaP Operational Support Team
PPVT	Provider Payment Validation Team
PRaP	Provider Referral and Payment system
SCR	Special Customer Records
SPoC	Single Point of Contact
TIS	Travel to Interview Scheme
TPPM	Third Party Provision Manager
UK	United Kingdom
WP	Work Programme