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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Senior Performance Managers
Performance Managers
Category Management Team - Labour Market
National Provision

From: Work Programmes Division

Memo Serial Number: WP LR191

Date: 19 May 2015

Subject: New Work Programme Provider guidance chapter
4b - Safeguarding and Vulnerability

Action: For information and action

Timing: Immediate

Background

It has been identified that providers find the current Work Programme Provider guidance unclear around the actions required to ensure vulnerable ESA claimants understand the consequences of not participating in a mandated activity. This has driven an inconsistent approach to the safeguarding these participants.

To address this, a review has been undertaken of the guidance and a new chapter developed to provide a single dedicated source of information relating to the treatment of vulnerable ESA participants when they are on the Work Programme.

A key clarification within the new guidance, is around the 'face to face' contact; It clarifies the policy that on every occasion of not participating in a mandated activity - you must attempt to see the vulnerable ESA claimant face to face; which may include a home visit.

Where every effort has been undertaken to meet the safeguarding process, and the provider has been unable to see the claimant face to face, a sanction referral (WP08) must **not** be raised.

Summary and action

It is important that the key clarification around the 'face to face' contact is disseminated to all relevant areas of your business.

It will also give you the opportunity to:

- Reduce nugatory work (e.g. WP08 referrals and the wider cancellation rate) because you have clarity on the safeguarding process
- Support the introduction of the new style sanction referral form (WP08)
- Be in a better position to review how you implement your safeguarding and mandation procedures

The new chapter provides a clearer view of safeguarding – bringing together existing guidance and adding more context; linking out from this chapter to the relevant actions in the current chapters. Therefore, Chapters 3a, 4, 5, 6 and WP08 hints and tips of the Work Programme Provider Guidance (and the equivalent CPA18

Further information contact details

All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.

Regards

Work Programme Provision Enquiries Team