

# **The Work Programme National Partnership Forum – Monday 15 October 2012**

Chair – Richard Aitken-Davies

## **Attendees:**

Please see attached list

## **Formal Opening of the Work Programme National Partnership Forum**

Richard Aitken-Davies formally opened the Work Programme Partnership Forum and thanked everyone for their attendance. Tribute was paid to Alan Cave for his endeavour on the Work Programme and the forum welcomed the Interim Work Programme Director Jenny Dibden.

## **Feedback on meetings held with Work Programme Prime providers**

Richard Aitken-Davies thanked the selected prime providers who met to discuss the delivery of the Work Programme. Richard updated the forum on the key issues raised by providers in terms of programme delivery.

## **Work Programme Performance Update**

The forum was updated on the latest position regarding ESA referrals since the mandating of this claimant group took place.

Providers welcomed the efforts of DWP to resolve the issue of validating claims and conditionality. Provider ideas/views were sought in an effort to consider further improvement on those issues that are still outstanding.

DWP and providers continue to work together, developing improvement ideas to progress performance issues and to identify any potential gaps in performance and how these can be addressed if they exist.

## **Open Forum**

### **National Operations Forum**

It was agreed that this forum should continue as a task group and focus on issues relating to operational matters. This group will maintain its core membership but will only meet to discuss and resolve issues as they arise.

### **Interactive Training material**

DWP have been approached by an organisation offering free interactive training material that may benefit provider adviser staff during discussion/interviews with customers. The forum welcomed the potential to improve where possible and agreed this should be encouraged and shared, promoting good practice and continuous performance improvement.

## **Formal closing of the Work Programme Partnership Forum**

Richard Aitken-Davies thanked everyone for their attendance and closed the Forum.

## **Future Partnership Forum Meeting Dates for 2012/2013**

Thursday 13<sup>th</sup> December 2012, 11.00 – 13.30, Room 1.25/1.26 Caxton House, London

Wednesday 6<sup>th</sup> March 2013, 11.00 – 13.30, Bentley Room, Five Ways House, Birmingham.

Wednesday 5<sup>th</sup> June 2013, 11.00 – 13.30, Bentley Room Five Ways House, Birmingham.

Wednesday 4<sup>th</sup> September 2013, 11.00 – 13.30, Bentley Room Five Ways House, Birmingham.

Wednesday 4<sup>th</sup> December 2013, 11.00 – 13.30, Venue to be confirmed.

## **Membership of the Work Programme National Partnership Forum**

A4E	Rehab Group
Avanta	Seetec
Interserve Working Futures	Serco
CDG	Working Links
EOS	Employment Related Services Association (ERSA)
ESG Group	DWP Contracted Customer Services Directorate (CCSD)
G4S	DWP Work Programmes Division
Ingeus UK Ltd	DWP Labour Market and Conditionality Directorate
JHP Group Ltd	DWP Work Programme Provision Group Management
MAXIMUS	DWP Account Management

Newcastle College (Intraining)

DWP Provision Performance and Controls  
Division (PPCD)

Pertemps People Development Group

DWP National Partnerships

Prospects Services Ltd

Reed in Partnership

**NB** names of some DWP and Provider representatives have been removed as disclosure would breach one or more of the data protection principles.