

Work Programme Live Running Memo

To: Work Programme Providers

From: Change Policy & Planning Division

Cc:

Category Managers

Supplier Managers

Senior Performance Managers

Performance Managers

Memo Serial Number: WPLR201

Date: 04 February 2015

Subject: LMS release

Action:

For information and action

Timing:

Immediate

Background

In 2012, a set of new customer groups were introduced to the Work Programme. The referrals of participants in these customer groups were actioned manually and this process has led to a number of issues arising.

Recent changes to LMS have now automated the referrals of most of these Work Programme customer groups. Work Programme referrals for JSA Ex offenders – Day One Mandation will remain manual.

In addition to this change, the names of some existing customer groups have changed.

Summary and action

The implementation of Labour Market System (LMS) Release 35 will expand the scope of customer groups who are referred to the Work Programme automatically by LMS.

This will now include the following customer groups:

- WP JSA Benefit Cap (Payment Group 3)
- WP ESA Mandatory (IR) WRAG 12M (Payment Group 6b)
- WP ESA (IR) WRAG 12M Mandatory Ex-IB (Payment Group 7).

This new process will ensure claimants are referred to the correct provider as per market share shift rules and to the correct LMS opportunity. This also will mean the claimant will be referred to the correct payment group and minimise impacts for providers.

In addition to this automation, the names of the following existing Work Programme customer groups have been renamed:

Customer Group prior to 01.02.2016	Customer Group from 01.02.2016	Payment Group (PG)
WPJSA Benefit Cap	WP JSA Benefit Cap	3
WP JSA Ex-Offender Day1 Mandation	WP JSA Prison Leaver	9
WP ESA Mandatory (IR) WRAG 12Mth	WP ESA Mandatory (IR) WRAG 12M	6b
WP ESA (IR) WRAG 12 Month (EXIB)	WP ESA Mandatory (IR) WRAG 12M Ex-IB	7
WP ESA (IR) WRAG 12Mth Mandatory	WP ESA (IR) WRAG 18/24Mth Mandatory	5
WP ESA (IR) WRAG 12Mth Voluntary	WP ESA (IR) WRAG 18/24Mth Voluntary	5

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.