

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

Memo Serial Number: 133

Date: 9 October 2013

Subject: Amendments to Work Programme Provider Guidance

Action: For Information and Action

Timing: Immediate

Background

The purpose of this memo is to inform you that amendments have been made to Work Programme provider guidance chapters.

Summary and action

Please ensure, with immediate effect, that the revised information in the following Work Programme provider guidance chapters are used by you and all of your subcontractors.

| Chapter | Title | Summary of Changes |
|---------|---|---|
| 1 | Introduction and Overview | Clarification that Providers are responsible for Travel costs |
| 2 | Work Programme Claimant Groups | Annex A changed to reflect changes to ESA payment groups |
| 4 | Accepting Referrals, Initial Participant Engagement and Registering an Attachment | <ul style="list-style-type: none">Guidance clarified to confirm ex prisoners NOT available for work for first 7 days following releaseClarification added that Scottish ex-prisoners must give their express written consent before they can be referred to the Work |

| | | |
|----|---|--|
| | | <p>Programme</p> <ul style="list-style-type: none"> • Clarification Providers are responsible for Travel costs |
| 5 | Change of Circumstances and Notification | Clarification that when completing form WP07b to notify JCP that the participant has started work, full employer details should be supplied where known. |
| 6 | Raising a compliance doubt | <ul style="list-style-type: none"> • Clarification that providers should be putting contact details of the referring advisor on the WP08 referral. • Details regarding Providers being linked to specific decision making sites. • Introduction of WP08 referral by unencrypted email |
| 7 | From 3rd December 2012 - Re-compliance and Reviewing a Sanction | Information about the WP09 unencrypted email process (where applicable) |
| 8 | JSA entitlement doubt | Guidance clarified to confirm ex prisoners NOT available for work for first 7 days following release |
| 9 | Work Programme Evidencing/Validating Payments | References to the requirement for claimant consent when seeking to contact an employer have been removed. |
| 16 | Participant Complaints | Clarification added that participant has up to 6 months to make a complaint to ICE. |

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 Programmes Division Enquiries Team