

# Department for Work and Pensions

## Work Programme Live Running Memo

**To:** Work Programme Providers

**From:** Work Programmes Division

**Memo Serial Number:** 132

**Date:** 6 September 2013

**Subject:** Provider awareness of additional ESF2a check questions put in place for Compliance Monitoring Officers monthly visits, from August 2013

**Action:** For Information and Action

**Timing:** Immediate

### Background

The following message informs all Work Programme Providers that an additional check question will be put in place when Compliance Monitoring Officers (CMOs) carry out their checks from August onwards.

### Summary and action

From August 2013, CMOs will have an additional check added to the ESF2a / ESF3 forms as follows:

#### **Does Action Plan evidence link to (cross-reference) MSOs, the tender or other contractual requirements?**

The original check "Is there evidence of Action Planning present (new / current / completed activities)" will still be included.

The following are examples of acceptable evidence:

- Claimant attended, discussed referral to Work Health Expert
- Claimant attended, discussed Action Plan and initial assessment completed
- Claimant attended, has 5 job adverts to apply for

The following are examples of unacceptable evidence:

- Attended/Updated
- Review held
- Updated 4/4/13

CMOs will expect to see Action Plans/Notes/Journals that cross-reference MSOs or give an indication of what was discussed in a review and/or what the next steps are.

This new check will begin in August and, for the months of August to November, there will be no score attached to the check (but findings will be recorded within the ESF3 Report). All findings will be scored and will affect the 'Overall Compliance Score' from December 2013.

As this question will be a 3-month related check question, any evidence viewed and then scored by CMOs in December 2013 will only concern evidence held from September 2013

### **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

**ESF Compliance Management Team**