

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers
Cc:

From: Work Programmes Division

Memo Serial Number: 127

Date: 15 July 2013

Subject: Clarification to Paragraphs 3.5 – 3.7 of
Compliance Monitoring Provider Guidance issued
in June 2013

Action: For Information and Action

Timing: Immediate

Background

The following message aims to clarify current guidance in respect of validating missing evidence.

Summary and action

Providers have 48hrs (2 working days) to provide 'current relevant evidence' for issues raised on the ESF2a. Please note the following points:

- CMO's will not be able to accept 'new wording' added to action plans after they have left the provider premises.
- If the evidence was not available/seen by the CMO on the day of the visit, this element will have failed the check.
- For example: when an issue is highlighted on an ESF2a regarding 'next steps' not being completed on an action plan, the provider will have to show the CMO whilst they are on the premises that they have this evidence. This is the only way it can be validated.

Can we also remind you that evidence can only be sent via fax or post. Chapter 8 of the generic provider guidance contains information regarding sending items securely.

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