

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Memo Serial Number: 120

Date: 7 June 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
	Provider Direct	Additional security bullet point added
5	Change of Circumstances and Notification	Additional information on what a provider can expect to receive on form WP07b when notified of a Domestic Violence easement
6	Raising a compliance doubt	The LMDM will note the correct address on a WP08 referral decision where it is cancelled due to a change of address
16	Participant Complaints	Guidance has been updated regarding a participant making a complaint against you (paragraphs 12-16)

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