

# Department for Work and Pensions

## Work Programme Live Running Memo

**To:** Work Programme Providers

**From:** Work Programmes Division

**Memo Serial Number:** 115

**Date:** 16 May 2013

**Subject:** Exit Reports - Further detailed process for when a participant is due to complete the Work Programme

**Action:** For Information and Action

**Timing:** Immediate

### Background

The purpose of this memo is to update you further following the publication of Memo 106 (Updated process for when a participant is due to complete the Work Programme and the action required to complete an Exit Report).

### Summary and action

To streamline the process there will be one SPOC per Jobcentre Plus District for sending out the Exit Report request form (WPER2) and for the return of the completed Exit Reports.

Following the testing of our processes and systems you will start to receive WPER2 forms from week commencing 27/05. These forms will be sent daily via post to each provider SPOC.

### Exit Report

You will have within agreed timescales from the date of request to complete and return the Exit Reports to the Jobcentre Plus District SPOC by post. You have the autonomy to decide within your organisation where you send the Exit Reports from.

If you wish you can send Exit Reports in batches back to Jobcentre Plus SPOC by post. The maximum number of Exit Reports you can send is 49 Exit Reports per package.

**Please Note:** You are not required to enter a complete reason on PRaP for those participants who have completed 104 weeks on the Work Programme.

### **Exit Report not received**

If an Exit Report is not received within agreed timescales by the Jobcentre Plus District SPOC, they will issue a reminder on form WPER3. This form will look very similar to the original WPER2 but will state reminder on it.

If no reply is received by the Jobcentre Plus District SPOC within 7 working days from the date of the reminder they will escalate via your performance manager.

### **Exit Report requested but no longer required**

Situations may arise where Jobcentre Plus make a request for an Exit Report and then the report is no longer required. This may be because the participant has since come off benefit or the request was made in error.

If this is discovered by Jobcentre Plus you will be contacted by the Jobcentre District SPOC. Once clarified that a completed Exit Report is no longer required you must write across the exit report "not appropriate, C/circs received - participant no longer in receipt of benefit or requested in error". Jobcentre Plus will ensure the entry is closed on the Labour Market System so that this does not negatively affect the Management Information.

### **Provider SPOC Details**

To receive the Exit Report requests (WPER2) from the Jobcentre Plus District SPOC can you please provide your appropriate contact per provider per contract area. If you will be using one SPOC only for all contracts could you please make this clear in your response.

Please note we require postal addresses.

Can you please provide the details of your point of contact by Thursday 23rd May via e-mail to your Performance Manager (if you only intend having one SPOC please send details to each Performance Manager if you have more than one contract).

### **Jobcentre Plus SPOC Details**

When your SPOC details are received your Performance Manager will send you the Jobcentre Plus SPOC details by email.

### **Next Steps**

We are working to streamline the process by using un-encrypted e-mails instead of post to facilitate the transfer of information between the providers

and Jobcentre Plus and vice versa. We plan to introduce un-encrypted e-mails for this process in due course.

### **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**