

## Work Programme Live Running Memo

**To:** Work Programme Providers

**From:** Work Programmes Division  
Department for Work and Pensions

**Cc:**

**Memo Serial Number:** 114

**Date:** 10 May 2013

**Subject:** Universal Credit Implementation process for the Compliance Condition, Raising a Sanction Doubt and Re-engagement

**Action:** For Information and Action

**Timing:** Immediate

### Background

1. Universal Credit went live in the pathfinder area on 29 April 2013
2. This memo supplements the UC Pathfinder Work Programme provider guidance (V1). It summarises the process needed if you decide to mandate a claimant (compliance condition), raise a sanction doubt using form WP08 (UC) and use form WP09 (UC) to notify of re-engagement and for re-compliance.
3. It is worth noting that the action for the WP08 and WP09 forms is different from the process detailed in V1 of the guidance. The next version of the UC pathfinder Work Programme provider guidance will reflect this information.

## **Summary and action**

### **Action for the compliance condition Process**

1. Work Programme Providers who decide to mandate a UC claimant; must also inform them of a recommended compliance condition.

Note: If a UC claimant fails to undertake the mandated activity, they will be subject to a sanction; comprising of an open ended element and a fixed period. Undertaking the compliance condition will stop the open ended element of the sanction building.

2. The Work Programme provider must get confirmation of the recommended compliance condition by an officer acting on behalf of DWP. They must fax the compliance condition confirmation notification (and fax cover sheet) to either Bolton Service Delivery Centre (G4S and Avanta), or Glasgow Service Delivery Centre (Seetec). The fax numbers can be found below under further information.
3. The Service Delivery Centre will make a decision and fax a confirmation form back to the Work Programme provider.
4. The Work Programme provider must then send the compliance condition confirmation notification to the claimant.
5. These processes will only operate until you have access to unencrypted email. These forms will then be emailed. Further guidance will be issued at that time.

### **Action for the WP08 and WP09 Process**

1. If a UC claimant fails to undertake the mandated activity, the Work Programme Providers should post their WP08 (UC) and WP09 (UC) forms to their existing mapped Benefit Delivery Centre, using the existing process.
2. The Benefit Delivery Centre will then forward these onto Glasgow Service Delivery Centre for Seetec or Bolton Service Delivery Centre for Avanta and G4S.
3. Glasgow or Bolton Service Delivery Centres will post a copy of the decision back to the address stated on form WP08/09 (UC).
4. These processes will only operate until you have access to unencrypted email. Then these forms can be emailed. Further guidance will be issued at that time.

### **Further Information - Fax Contact Details**

1. Bolton Service Delivery Centre (for Avanta and G4S) 01204 367012
2. Glasgow Service Delivery Centre (for Seetec) 0141 2070758

If you have any questions regarding the content of this memo please contact your performance manager in the first instance.

Regards

**Work Programmes Division Enquiries Team**