

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Memo Serial Number: WP LR 106

Date: 28 March 2013

Subject: Updated process for when a participant is due to complete the Work Programme and the action required to complete an Exit Report.

Action: For Information and Action

Timing: Immediate

Background

The purpose of this memo is to inform you of the updated process for when a participant is due to complete the Work Programme and the action required for you to complete an Exit Report.

We have produced an Exit Report template which we would prefer you to use for when a participant completes the Work Programme.

Summary and action

Please ensure that the revised information is used by you and all of your subcontractors.

From June 13 Jobcentre Plus will receive a Work Programme end of programme report. This daily report will list those Work Programme participants who still have an active claim to benefit and have completed 714 days of their allotted time on the Work Programme (102wks).

Jobcentre Plus request an Exit Report

Jobcentre Plus will transfer and split the participant's information from the end of the programme report on to a template. Each template will include your participant's information as follows:

- Provider name;
- Jobcentre;
- Request date;
- Report return deadline;
- NiNo;
- Benefit type; and
- End date.

This template will be sent daily via email and will tell you the completion date and the deadline for returning the completed Exit Report for each participant.

All participants who are included on the template will require an Exit Report completing.

To assist you a copy of the template is included for your information at Annex A.

Requests for clerical SCR cases will be made separately by phone call to your nominated officer.

Exit Report

You have 10 working days from the date of request to complete and return the Exit reports back to Jobcentre Plus.

To assist you we do have a template for you to use for the Exit Report and we would prefer that you use it for 2 main reasons:

- So that Jobcentre Plus can identify them quickly when received, and
- Because the design reflects the minimum information that must be supplied as per the current guidance and policy, so it will act as a prompt.

To assist you a copy of the Exit Report template is included in Annex B.

The information Jobcentre Plus need in the Exit Report template is the same information as published in the current guidance. It is important that Jobcentre Plus get a good picture of the participants journey on the Work Programme therefore you must provide the minimum information as published in the current Work Programme provider guidance. However please provide any other information you feel might be useful to Jobcentre Plus.

Copy of Exit Report for Participant

There is one small policy change in respect of giving the participant a copy of their Exit Report. Current guidance states all participants must receive a copy of the report but some of you pointed out this would mean potentially a lot of sensitive information going out by post.

To minimise the risk of their Exit Report not being received or received at the wrong address. Participants should be provided with a copy of the Exit Report where you are in face to face contact with the participant or let participants know by post that they are entitled to a copy of the Exit Report on request and make arrangements for the report to be collected or posted. Before posting ensure the participant is aware of the risks of sending personal information via post.

Exit Report Not Received

If an Exit Report is not received within 10 working days by Jobcentre Plus, they will issue a reminder template. This template will look very similar to the original template but will state reminder on it.

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

Exit Report Received

On receipt of the Exit Report Jobcentre Plus will enter the date received on our I.T. systems and from this and the request date we will be able to monitor achievement of your 10 day target.

Volumes

We will send you by contract a monthly report which indicates the number of returnees. Could you please send us the details of your point of contact to receive this report by Thursday 4th April via e-mail to xxxxxx.

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 Programmes Provision Enquiries Team

Work Programme Provider Exit Report Request



Provider Name:		Jobcentre:	
Request Date:		Report Return Deadline:	

	NINO	Benefit Type	End Date and System Noted	
			LMS	WSP
1				
2				
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Work Programme Exit Report Form

WPER1 | (March 2013)

jobcentreplus

Department for
Work and Pensions

Exit Reports must be completed and sent to Jobcentre Plus within 10 working days of them having submitted their request to you for the Report.

About the customer

Title Surname Other names

Date of Birth

D	D	M	M	Y	Y
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 NI Number

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Summary – Actions Agreed

Please tell us below as much as you can about the actions agreed with the participant, including activities such as work / training or work experience the participant has completed / not completed, the period(s) that any work experience/employment covered, any reasons why actions were not completed.

Further Information

Please state below any further information which will provide Jobcentre Plus with an insight to the participant, include for example:

- Employability – your opinion on the participants employment prospects, the type of employment which might be most appropriate.
- Attitude – any changes in attitude and background you have noticed whilst having worked with the participant for 2 years and any known reasons for these changes.
- Barriers to employment – any barriers that you have seen the participant overcome / are still to be addressed / have arisen whilst on Work Programme. Any health conditions or substance dependency the participant may have.
- Compliance – the level of compliance you have seen from the participant, including any possible reasons you might consider to be behind this behaviour and which may be useful in determining further support for the participant.
- Any other information you feel might be useful to Jobcentre Plus and give an insight to the participant.

Next Steps

Please tell us below as much as you can about your recommendations to Jobcentre Plus on the most appropriate next steps for the participant. This may include work experience, community work, further training, more job search activity or In work support.

Provider details

Prime Provider name	<input type="text"/>	Address	<input type="text"/>
Adviser name	<input type="text"/>		
Phone number	<input type="text"/>		
Email address	<input type="text"/>	Date	<input type="text"/>

Jobcentre Plus details

Office name and address	<input type="text"/>
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