

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers **From:** Work Programmes Division

Memo Serial Number: 096 **Date:** 29 January 2013

Subject: Provider Direct - decision to extend the service

Action: For information and action

Timing: Immediate

Background

The purpose of this memo is to inform you of the decision to make the Provider Direct service available to providers without the need to restrict yourself to an allocated Morning/Afternoon call slot.

Summary and action

In order to further increase the availability and flexibility of the Provider Direct service, it has been decided that effective from **04/02/2013** you will no longer be restricted to a morning or afternoon call slot.

This means that you will be free to call the Provider Direct service as many times as you wish between the hours of 8am to 6pm Monday to Friday subject to the existing restriction of making a maximum of 5 queries per call.

Please note: There may be a delay in answering calls between 8am to 9am, and 5pm to 6pm, due to the limited number of agents available to take calls during these times.

Please can you ensure that this information is communicated to your supply chain as soon as possible?

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 Division Enquiries Team