

Withdrawn

This publication is withdrawn.

This publication is no longer current.

Department for Work and Pensions

Work Programme Live Running Memo

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

Memo Serial Number: 095 **Date:** 25 January 2013

Subject: Provider Direct – Cancelled Referrals

Action: For Information and Action

Timing: Immediate

Background

The Provider Direct telephone service was introduced in October 2012 to assist in clarifying a participant's circumstances prior to the issue of a WP08. This service was specifically targeted to reduce the number of unnecessary and subsequently cancelled referrals. Prior to the introduction of Provider Direct approximately 30% of all referrals were found to be nugatory.

Despite the successful introduction of the service and the positive feedback that we have received from you, we have not seen the expected reduction in cancelled referrals. (Please see table below). Whilst it may be too early for significant reductions, MI continues to show that cancelled referrals are still accounting for over a third of all DMA referrals made.

Percentage of DMA Referrals v Percentage of DMA Cancellations

	Sept 2012	Oct 2012	Nov 2012
Referrals	59130	74484	71473
Cancellations	23334	26180	25315
% Of Cancellations against Referrals	39.46%	35.14%	35.41%

Summary and action

What you can do to help

In an effort to reduce the number of nugatory referrals you are making (subsequently reducing the number of cancellations,) we would like you to review your take up of the telephony service and further encourage and promote the use of Provider Direct within your own organisations and your supply chain.

What DWP can do to help

We will be looking at how providers are currently using the service and how we might help you individually to reduce the number of nugatory referrals.

Next steps

We will be discussing the findings of our investigations with individual providers at the DMA electronic referral telekits during week commencing 4th and 11th February, as well as at your monthly Contract Performance Reviews.

We will continue to track both take up of the service and the volumes of cancelled referrals and keep you updated.

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