

# Department for Work and Pensions

## Work Programme Live Running Memo

**To:** Work Programme Providers  
**From:** Work Programmes Division  
**Memo Serial Number:** 093  
**Date:** 11 January 2013  
**Subject:** Work Programme – Linking Work Programme Providers to single Benefit Delivery Centres (BDC)  
**Action:** For Information and Action  
**Timing:** Immediate

### Background

As communicated at the provider forum of 6 December 2012, a decision has been made to map Work Programme providers to dedicated Labour Market Decision Making & Appeals (LMDMA) sites.

For most providers this will mean all Decision Making & Appeals (DMA) referrals will be sent to a single LMDMA site.

One of the areas for improvement emerging from Ministers' conversations with Work Programme providers has been the different standard of service they experience between LMDMA sites in terms of speed, likelihood of sanction and feedback systems between our LMDMA teams and their Work Programme provider counterparts.

Addressing this inconsistency has been the main driver for re-mapping the links between Work Programme providers and LMDMA sites. We committed to the Minister for Employment to deliver a single site service where possible to Work Programme Providers.

This change is part of the wider DMA strategy and is an enabler for changing the method of Work Programme provider referral for sanction from clerical forms to email referrals later in the year.

### Summary and Action

With effect from 4 February 2013, you will need to send all your DMA referrals to the LMDMA team named in the mapping document in Annex1.

The full postal address for your new LMDMA teams and all the contact details you will need will be sent to you in the next few days. All outstanding DMA referrals, and any further submissions before 4 February 2013, will continue to be dealt with by your current BDCs.

After 4 February 2013, you will send DMA referrals to the 'new' LMDMA site linked to you (see mapping document, Annex 1).

Your current BDCs have committed to clearing existing referrals within an agreed timeframe from 4 February 2013. The current planning assumption is that BDCs will have made a decision on all referrals from the providers they were previously linked to by 4 March 2013.

Prior to 4 February, your communications with your current BDC will remain as they are. After 4 February 2013, you will have two new points of contact within your new 'mapped' BDC who will be your contacts for all day-to-day issues for DMA referrals sent from 4 February 2013 and will also provide representation for all CPRs from that date.

They will also have responsibility for resolving issues and queries regarding the clearance of the DMA referrals you made prior to 4 February 2013 and responsibility for monitoring & reporting on the progress of the clearance exercise. As such, any such issues or queries must be raised with your new BDC contacts, rather than with those at your previous BDC.

As part of the implementation activity for this change, your new BDCs will need details of which of prime and subcontractor offices will be making referrals to them. Please confirm which prime and subcontractor offices will be making DMA referrals, the single point of contact for these offices and their contact details (postal address, phone number and email address).

Please return these to [lynn.a.turner@dpw.gsi.gov.uk](mailto:lynn.a.turner@dpw.gsi.gov.uk) by 16 January 2013.

Your DWP performance manager will contact you within the next few days to discuss arranging an introductory meeting with your new BDC points of contact.

Your DWP performance manager will also be contacting you to discuss the implementation process for this change, to ensure the successful Go Live of this change from 4 February 2013.

## **Annex 1**



Details of new BDC  
from 040213

(CSV 2KB)

## **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