

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

From: Work Programmes Division

Memo Serial Number: 163

Date: 28 July 2014

Subject: DMA Cancellations and Provider Direct

Action: For information and action

Timing: Immediate

Background

1. As you will be aware, DWP has been working with Providers to better understand the reasons for DMA cancellations, improve processes and reduce unnecessary referrals.
2. Disappointingly despite the on-going work to improve this area of the business, volumes remain high and overall the cancellation rates are not decreasing. Please see below which details the National average DMA cancellation rates for the past 6 months:

	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14
Percentage of cancelled decisions in month	32%	38%	37%	34%	33%	33%

3. The reasons that DMA referrals are cancelled vary, however listed below are the top reasons:

Top 10 Reasons for Cancellation of DMA Referrals
Claim not in payment at time of mandation/entitlement not established/not in receipt of payment
(ESA participants Only) Vulnerable marker (safeguarding) information not fully Completed
Mandated against incorrect benefit regime
(ESA participants Only) Claimant not in WRAG
Deficient referrals (i.e. incomplete despite request to provider to seeking missing evidence)
At request from provider (post submission to LM team)
MAN not issued in writing to claimant
Claimant on JSA but referred as ESA (and vice versa)
Address information on referral differs from referral to DWP systems
Date of transgression is within a period of disallowance

Action

4. 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.
5. Many of the reasons for cancellation detailed above could be addressed by using the Helpline before making the DMA referral
6. Please can I remind you to make proper use of the Provider Direct Helpline before making any DMA referral to Jobcentre Plus.

The Provider Direct Helpline is available Monday – Friday from 8am-6pm on 0845 6044 015.

Further information and contact details

7. 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