

# 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:** 158

**Date:** 24 June 2014

**Subject:** Decision Making and Appeals (DMA) Activity for Vulnerable Claimants

**Action:** For information and action

**Timing:** Immediate

### Background

The purpose of this memo is to remind you of the procedures you must follow before raising a compliance doubt for a vulnerable claimant.

If you decide to raise compliance doubts for ESA participants who are classified as vulnerable because of their health condition, you must make every effort to ensure they have understood the requirement before raising a compliance doubt.

### Summary and action

If a vulnerable ESA participant fails to carry out a mandated activity you must ensure that they have fully understood the requirement before raising a compliance doubt. We do not impose a standard process for this but we do stipulate this must happen face to face..

This is an integral part of the DMA process and LMDMs (Labour Market Decision Makers) will cancel DMA referrals where there is no indication that this 'safeguarding' action has been undertaken for vulnerable claimants. It is your responsibility to make every effort to ensure this happens and you should have your own process built in to your DMA processes.

You should consider visiting the participant in their home if:

- there is genuine doubt or uncertainty; for example, where somebody has disappeared
- there is serious concern about a mental health condition, learning disabilities or conditions affecting communication/cognition

If you are satisfied that the claimant did understand what was required of them and you decide to raise a compliance doubt it is important that you record in Box 4 part C of the WP08 form, the actions that you took to confirm that the vulnerable claimant understood what was required of them.

You are reminded that DWP have created a WP08 Hints and Tips document that you are encouraged to use as well as a WP08 Quality Assurance Framework. Both documents can be found at the bottom of the Work Programme Provider Guidance page on the internet and can be accessed by [clicking here](#).

Further guidance on dealing with vulnerable claimants can be found in [Chapter 3a](#) and [chapter 6](#) of Work Programme Provider Guidance and [Chapter 2](#) of the Provider Generic guidance.

### **Further information and 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**