



Work and Health Programme Memo

 Department for Work & Pensions	 European Union European Social Fund
To: Work and Health Programme Providers	From: Work and Health Programme Design Team
Memo Serial No. : WHP LR 02	Date: 11 May 2018
Subject:	Incorrect marker visible on mandatory Long Term Unemployed (LTU) referrals to Work and Health Programme (WHP) within PRaP.
Action:	For information and action
Timing:	Immediate

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Background

We are aware that for WHP LTU referrals, the Mandatory Provision field in PRAP is displaying a value of 0 and the words non-mandatory is visible in the referral number field at column Z. This comes from information previously held in another DWP IT system that is no longer in use.

We have been informed that some WHP providers are rejecting the referral on the basis that the non-mandatory status displayed in this field is incorrect.

The PRaP record still contains the referral type of the customer, i.e. WHP LTU, WHP Voluntary etc. in column AG and should be used to identify the participant referral type.

Summary and action

We therefore ask you to ignore the non-mandatory wording displayed in the referral number field (column Z) for LTU referrals. It is important you treat any WHP LTU and WHP LTU Minister referrals as mandatory customers if stated in column AG.

Further Information Contact Details

If you have any queries about this memo please consult your Performance Manager in the first instance or contact the following inbox:

WHP.ENQUIRIES@DWP.GSI.GOV.UK

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