

Withdrawn

This publication has been withdrawn.

It is no longer current.

European Social Fund Provider Memo

To: European Social Fund Providers

From: DWP Work Programmes Division

Memo Serial Number: 36

Date: 10 March 2014

Subject: Urgent: Clarification Regarding the Need for Claimant Consent

Action: Information and action - Please also cascade to your suppliers.

Timing: Immediate

Background

A designation order was applied for and granted on 24th February 2014 giving Providers the legal authority to contact employers without first obtaining the claimants permission. However, the designation order only applies to employment programmes which use mandatory referral mechanisms and not to voluntary programmes such as ESF Support for Families with Multiple Problems.

Summary and Action

There is therefore still a requirement for you to obtain participant consent to allow DWP to contact a participant's employer or for you to contact an employer in connection with Outcome or Sustainment payments. You may also share this information with the Department for Work and Pensions.

Please ensure, with immediate effect that you and your subcontractors continue to obtain participant consent.

The ESF Support for Families with Multiple Problems Provider Guidance will be updated.

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.

Please Note: DWP helpline numbers are available for individuals with benefit cap queries, but these are not intended to answer general queries.

English language helpline: 0845 6057064

Welsh language helpline: 0845 6057066

Text-phone: 0845 6088551 The helpline is open Monday to Friday 8am to 6pm.

Regards

European Social Fund Communications Team