

Withdrawn

This publication has been withdrawn.

It is no longer current.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: 37

Date: 30 May 2014

Subject: Amendments to ESF Support for Families with Multiple Problems Provider Guidance

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

Timing: Immediate

Background

The purpose of this memo is to inform you that amendments have been made to ESF Support for Families with Multiple Problems Provider Guidance chapters.

Summary and Action

Please ensure, with immediate effect, that the revised information in the following ESF Support for Families with Multiple Problems Provider Guidance chapters is used by you and all of your subcontractors.

Chapter	Title	Version Number	Summary of Changes
3	Eligibility and initial engagement	V2.00	Addition of paragraph 50 escalation of participant's complaint to the Independent Case Examiner (ICE)
Annex 1	Standard wording for your final response to the customer	V2.00	Address for ICE amended
7	Payments, Timing and Evidence Requirements	V004	Participant Consent paragraphs 18 – 20 and Annex 1

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