

Withdrawn

This publication has been withdrawn.

It is no longer current.

European Social Fund Provider Live Running Memo

To: European Social Fund Providers **From:** DWP Work Programme Division

Memo Serial Number: 023 **Date:** 10 April 2013

Subject: Benefit Cap Direct Mail Update

Action: For Information and action

Timing: Immediate

Background

DWP have already informed you that those claimants who would potentially be affected by the benefit cap would receive a letter.

This memo is to provide information regarding a direct mail which occurred at the end of March 2013. Direct mail letters were issued to:

- Stock benefit cap cases impacted by national roll-out.
- Stock benefit cap cases impacted by phased roll-out who did not appear on the January 2013 scan (due to change of circumstances)
- On-flow cases which have been identified since the January 2013 scan impacted by phased and national roll-outs.

Summary and action

Benefit cap direct mail letters were issued by iON between 19 March 2013 and 28 March 2013 to approximately 60,000 individuals. Of these:

- Approximately 2,000 are benefit cap on flow cases (those claimants that we have not previously written to) that fall into the phased rollout areas (Haringey, Enfield, Bromley and Croydon Local Authorities) and will be impacted by the cap from 15 April 2013
- Approximately 45,000 letters were issued to stock claimants (claimants that we have previously written to) who will be impacted by national rollout from 15 July 2013
- And a further 13,000 letters were issued to on flow claimants (those claimants that we haven't previously written to) impacted by national rollout

The priority remains to support households into work, and towards a stable and sustainable working lifestyle. Therefore it is your responsibility to continue to support families and help meet the individual needs of family members where unemployment crosses the generations to move them closer to the labour market and into employment that lasts.

Should you receive queries from claimants relating to the benefits they receive, you must refer them to their Local Authority, or the benefit cap helpline. It is your responsibility to work with the claimant and incorporate actions which will encourage them to find employment.

May we take this opportunity to apologise for the late communication.

Further information contact details

All enquires 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

ESF Provision Policy Team