

Withdrawn

This publication has been withdrawn.

It is no longer current.

European Social Fund Live Running Provider Memo

To: European Social Fund Families providers

From: Work Programmes Division

cc:

Memo Serial Number: 027

Date: 10 May 2013

Subject: Universal Credit Helpline for non-pathfinder ESF Families providers

Action: For Information and Action

Timing: Immediate

Background

1. Universal Credit went live in the pathfinder area on 29 April 2013
2. ESF guidance is currently being reviewed and any changes necessary to the introduction of Universal Credit will be issued.
3. In the meantime, we have set up a Provider Helpline to support you with any Universal Credit queries that you have during the pathfinder period.

Summary and action

1. We want you to appoint a SPOC for handling queries within your Contract Package Area (CPA). Please e-mail the name and contact details to xxxxx by Friday 17 May 2013.
2. If you have any questions or queries in respect of Universal Credit processes for your participants you should ring the ESF Universal Credit Helpline (please contact the [DWP CCSD Business Management Team](#) for the Helpline number).
3. All questions raised will be circulated regularly.

Further Information Contact Details

If you have any questions regarding the content of this Memo please contact your Performance Manager in the first instance.

Regards

Work Programmes Division Enquiries Team