

Chapter 1 – Introduction to DWP Provider Guidance

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Introduction to Provider Guidance

1. The Provider Guidance gives you information about your role as an organisation delivering DWP Provision, including where your programme is European Social Fund (ESF) provision and/or used as match funding for ESF.
2. This guidance provides additional information to the schedules of your contract(s). Provider Guidance does not look to replicate the details within your contract and you are responsible for ensuring you read, understand and are complying with your contract.
3. Provider Guidance is split into three distinct elements that work in conjunction with each other, a summary of which can be seen in the table below:

Guidance	Purpose
Generic Provider Guidance	Provides requirements and background generic to all DWP Employment Related Programmes. In summary it focuses on the contracting body of DWP, its agency (Jobcentre Plus) and what you can expect from them; minimum standards for delivering DWP Provision, including Law and Legislative requirements; the management and assurance of these standards; and business continuity and related procedures.
UPK – PRaP Guidance (Available within the PRaP system)	Provides details of how to carry out the actions on the Provider Referral and Payment (PRaP) system indicated within the respective Programme Specific Guidance.

<p>Programme Specific Guidance</p>	<p>Each provision will have its own Programme Specific Guidance. This will need to be used in conjunction with the Generic and UPK (PRaP) Guidance. In summary it focuses on the procedures and processes to be followed for the delivery, performance management and assurance of the requirements listed within your specific contract(s).</p>
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Welsh Language Act

- Our customers in Wales have the right to conduct their business in Welsh should they wish to do so. Welsh versions must be available at the same time as English versions of any product if you are delivering services in Wales. In the first instance providers should request a translation by contacting their local Jobcentre Plus contact. You should also approach your local Jobcentre Plus contact if you require further information on the [DWP Welsh Language Scheme](#)

Introduction to the DWP

- The DWP is responsible for welfare and pension policy and is a key player in tackling child poverty. It is the biggest public service delivery department in the UK and serves over 20 million people.
- Further information on the DWP can be seen via this link:
<https://www.gov.uk/government/organisations/department-for-work-pensions/about>

Aims of DWP Provision

- DWP aims to deliver the best possible service to the people who are its participants. The values and aims of DWP can be seen via this link:
<https://www.gov.uk/government/collections/dwp-procurement-policies-and-procedures>
- The aim of DWP provision is to support these values by helping and supporting people who are out of work to move into work and remain in work; recognising work as the primary sustainable route out of poverty and reducing the number of children in workless households.
- Your performance contributes directly to that of DWP overall and we therefore have a shared interest in the success of your provision. DWP operates a policy of continuous improvement in which we work to raise all aspects of quality and performance in the

services we deliver and you are expected to work with us in doing so. All DWP provision is designed to tackle specific barriers that unemployed people face in finding and retaining work. In keeping with that, you are expected to provide people with a professional, high quality and work-like experience that delivers to them a sense of pace and purpose in their efforts to find work.

What you can expect from DWP

10. The DWP is the largest civil Government Department with a presence in almost every UK town and city, and an annual expenditure of around £3.8 billion on externally supplied goods and services.
11. Information on what you can expect from delivering to DWP and its Agency, Jobcentre Plus, including the DWP Supplier Charter that sets out the standards you can expect from us and what your responsibilities are in return, can be found via this link:
<https://www.gov.uk/government/collections/dwp-procurement-policies-and-procedures>