

Withdrawn

This publication is withdrawn.
The publication is no longer current.

SES Live Running Memo 8

To: SES Providers

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Memo Serial No: 8

Date: 11th August 2016

Subject: Changes to Chapter 7 - Supported Employment, 15 - ICE details, Annex 2 - Compatibility with other provision and Annex 3 - Access to Work, of the SES Provider Guidance

Action: For Information

Timing: Immediate

Information

SES Provider Guidance Chapter 7 - Outcome definitions

Has been updated to clarify unsupported employment for job outcomes. New paragraph added - 7.02 All Specialist Employability Support programme Job outcomes will be unsupported employment. This means that customers will have left SES provision and are not supported in employment through DWP Employment programmes, such as Work Choice (with exceptions such as [Access to Work – see Annex 3](#))

The word unsupported added at 7.03 and 7.04

SES Provider Guidance Chapter 15 - Quality, continuous improvement, assessment and evaluation

Contains details of the Independent Case Examiner (ICE) which have changed.

In addition to the resolution service (when ICE seeks to resolve matters to the complainant's satisfaction before requesting the evidence) ICE will also attempt to settle the complaint once it has sight of the evidence.

This is a sensible approach, using mediation, where needed, to bring the action to a satisfactory conclusion, before a full investigation is initiated and potentially avoiding the provider incurring a contribution to costs.

Annex 2 - Compatibility with other provision

Has changed as Mandatory Work Activity (MWA) Community Work Placements (CWP) and the Youth wage incentive contract have come to an end. They are no longer applicable so have been removed.

Annex 3 - Access to Work Programme

Sections which erroneously involve the SES Provider in processes which are actually carried out by Access to Work Providers.

Provide consistency in terminology with, and reflect the processes of the current updated Access to Work Provider Guidance.

Further Information / Contact Details

If you have any queries about this Live Running Memo please consult your Performance Manager or contact the SES Policy Team via the DWP SES Policy inbox: SES.POLICY@DWP.GSI.GOV.UK