

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Specialist Employability Support Live Running Memo

To: SES Providers

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From: Angela Hargreaves

Memo Serial Number: 07

Date: 26 July 2016

Subject: Special Customer Records

Action: For info

Timing: Immediate

Background

The Special Customer Record process currently detailed in the Generic Provider Guidance has been updated. The revised process can now be found in Chapter 10 of the SES Provider Guidance. Please note that Chapter 5 of the Generic Provider Guidance is currently under review and the revised version will be published in due course.

Summary and action

Please can you note this change and with immediate effect use the revised forms to submit Special Customer Records. These can also be found in Chapter 10, Annex 1, of the SES Provider Guidance.

Further Information 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.

Provider Payment Validation Team

Provision Performance and Controls Division.