

Withdrawn

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Department for Work and Pensions

Work Programme Live Running Memo

To: All Work Programme Providers

Cc: Category Managers
Supplier Managers
Senior Performance Managers
Performance Managers
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From: Change Policy & Planning Division

Memo Serial Number: WP LR200

Date: 29 October 2015

Subject: Amendments to the guidance for the ESA safeguarding process

Action: To be aware of the changes to the Work Programme Guidance

Timing: Immediate

Background

Provider Work Programme policy has always stated that no sanction will be imposed on an Employment Support Allowance (ESA) claimant who failed to comply with a mandated activity before assurance had been obtained that the participant understood what they were being asked to do, and the consequences of failing to do it ('safeguarding').

Following a significant rise in ESA DMA cancellation rates between April and July 2015, Work Programme (WP) policy and Labour Market Decision Making (LMDM) leads worked together to promote joint understanding of the Work Programme safeguarding policy and improve its current processes.

Summary

Underpinning this work has been the assurance that it will not compromise the protection of our most vulnerable participants. Consequently, Provider guidance and supporting products have been revised, to improve the understanding of the DMA referral process. This improved understanding aims to reduce the nugatory work providers have been undertaking which has led to high volumes of cancellations.

The new guidance will be available from Monday 2 November.

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.