

Withdrawn

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Department for Work and Pensions

Contracted Provision Live Running Memo

To: All Welfare to Work Providers

Cc: Category Managers
Senior Performance Managers
Performance Managers

From: Change Policy & Planning Division

Memo Serial Number: WP LR199

Date: 6 October 2015

Subject: Provider Direct

Action: For information and action

Timing: Immediate

Background

Provider Direct is a telephone helpline service for you to use when a Work Programme participant has failed to participate in a mandated activity and you are considering raising a WP08 referral.

The service allows you to check that you hold the correct details prior to making a WP08 Decision Making and Appeals (DMA) referral to DWP

The Provider Direct Service has recently undergone organisational changes resulting in changes to the locations of the contact centres and staff delivering the service.

The service is now being delivered from Glasgow, Exeter and Annesley contact centres.

Summary and action

During the transition of the work to the new centres, there will be a period of time where staff who are new to this work will be undertaking training. During the period of transition there may be a slight impact on the service given and we will endeavour to monitor this on an on-going basis.

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.