

Withdrawn

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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Category Management Team - Labour Market
National Provision
Senior Performance Managers
Performance Managers

From: Change, Policy and Planning Division

Memo Serial Number: 178

Date: 9 January 2015

Subject: Provider Direct – reminder of how service should be used

Action: For information

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.

Issue

We have been made aware that providers have been using this service to track job outcomes. This is not what the service is designed for and reduces the resources available to answer the calls that are being made correctly.

Summary and action

Provider Direct is designed to establish if a change of circumstances has occurred that you were unaware of which could result in you issuing a Mandatory Activity Notice in error, such as a change of address, or the participant no longer being in receipt of benefit.

Provider Direct is not designed or resourced to act as a job outcome tracking or general enquiry service and must not be used for these purposes.

To support providers in tracking their participants, On-Off Benefit scans are supplied monthly by the Department. These scans are a tool that providers can use to inform them around periods on benefit and potential job starts.

You must not call the Provider Direct service unless it is in connection with the failure of a participant to carry out a mandatory activity.

Please ensure that all suppliers are made aware of this important message.

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.