

Withdrawn

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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

From: Work Programmes Division

Memo Serial Number: 162

Date: 18 July 2014

Subject: Second Referrals to the Work Programme

Action: For information and action

Timing: Immediate

Background

1. We have recently been notified that some claimants have been referred for a second time to the Work Programme, after previously completing their 104 weeks on the programme
2. Currently there are no circumstances under which a claimant can be referred to the Work Programme on more than one occasion.

Action

3. If you receive a referral for a participant who has previously completed the Work Programme, you should treat the referral as inappropriate – claimant ineligible for the Work Programme – and return the referral on PRaP before accepting the referral.

Please use the following guidance:

Where the error is discovered and notified prior to acknowledgement and/or acceptance of the referral in PRaP

You are required to reject the referral in PRaP recording a rejection reason of 'Other'.

Where the error is discovered and notified after acceptance of the referral, but prior to attachment in PRaP

You are required to cancel the referral in PRaP recording a cancellation reason of 'Did Not Start'.

Where the error is discovered and notified after attachment of the referral in PRaP

Jobcentre Plus will advise the PRaP Operational Support Team (POST) who will arrange for the referral to be 'backed-out' of PRaP. POST will then email you when this action has been completed and you must then cancel the referral in PRaP within 24 hours recording a cancellation reason of '**Did Not Start**'.

4. If you have started the participant on the Work Programme you must inform them they are ineligible and refer them back to their Jobcentre.
5. Where second referrals are continuing to happen, please raise this with your Performance Manager.

Further information and contact details

6. Please refer to [Chapter 4 of the WP Provider Guidance](#) for more information.
7. 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.

Regards

Work Programmes Division Enquiries Team