

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: 157

Date: 24 June 2014

Subject: Rearranging a WP Mandatory Activity Prior to its Commencement

Action: For information and action

Timing: Immediate

Background

We understand that some providers are raising a WP08 compliance doubt when a mandatory activity has been arranged and not attended, even though a participant has informed the provider that they will be unable to carry out the mandatory activity, prior to activity taking place.

This is leading to a significant number of DMA cancellations where claimants are telling the Labour Market Decision Makers (LMDMs) that they have tried to rearrange the appointment/activity before it was due to take place. Where the LMDMs are deeming that it would have been reasonable to postpone the mandatory activity but providers failed to do so, the referral is cancelled.

This memo is to remind you of the options that you have open to you should a participant notify you that they cannot attend the activity that they are being mandated to.

Summary and action

You are reminded that if a participant informs you that they will be unable to attend an activity that they have been mandated to **prior** to the start of the activity, you may choose to re-arrange the activity and not follow the compliance doubt process if you believe the reason they are giving is reasonable.

Re-arranging an activity does not contravene the good cause process undertaken by the LM DM. This is because **until** the mandated activity has occurred, there has been no Failure to Participate.

It is important to consider before agreeing to re-arrange an activity, whether or not this is the first time this has happened, or whether or not a pattern appears to be emerging.

In these circumstances you may wish to consider challenging the participant, for example asking if they have proof to support the reason they have given for needing to re-arrange. If you consider that the request is not genuine you should inform the participant you will not re-arrange and raise a compliance doubt if they fail to comply with the mandated activity.

When you complete the WP08 referral it is important to explain that the participant had made a request to re-arrange the appointment/activity and your reasons in full for deciding not to do so.

If you do decide to rearrange an appointment you can do this right up to the start of the

For full guidance on re-arranging a mandatory activity see [Work Programme guidance Chapter 3a, para 43 – 48](#).

Further information and 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.

Regards

Work Programmes Division Enquiries Team