

Withdrawn

This publication is withdrawn.

This publication is no longer current.

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: 156

Date: 12 June 2014

Subject: PG9 change in procedure for recording unattached referrals

Action: For information and action

Timing: Immediate

Background

Following consultation with WP Providers and DWP it has been agreed to amend the process for recording unattached referrals for PG9 only.

Currently when a prisoner makes an advance claim to JSA, a referral is made to the Work Programme at the same time. As time has progressed, it has become clear that there are occasions where on discharge from prison, the claimant fails to sign (FTS) on at the Jobcentre and their JSA claim is closed.

This has resulted in a significant number of PG9 referrals being left as unattached to the Work Programme which has had a negative impact on Provider performance and Job Outcome ratio's.

High level changes

It has been agreed to change the process to allow for those occasions where a Provider is unable to attach a PG9 advance referral because the claimant FTS on release from prison.

With immediate effect the following process will apply:

- If an ex prisoner FTS after being released from prison you will be notified by Jobcentre Plus.

- You must retain the referral in case the claimant re-claims benefit within 13 weeks of discharge from prison.
- If the claimant has not been attached to the Work Programme after 18 weeks of referral you must contact Jobcentre Plus to confirm the claimant failed to make a JSA claim.
- If no claim to JSA has been made you should cancel the referral on PRaP using the cancellation reason “did not start” (DNS).
- If a claim to JSA was made within the specified 18 weeks, the referral should remain unattached unless there is a “live” claim in payment. Where there is a live claim you will need to take normal attachment action.

The agreed 18 weeks waiting period is to allow for the 5 weeks advance claim and the 13 weeks following discharge where the claimant would still be referred under PG9.

Exercise to identify backlog of unattached referrals

MI suggests that there are currently around 8000+ unattached PG9 referrals.

To address this, we intend to run a one off exercise which will identify those PG9 referrals made more than 18 weeks prior to 24th June. The list will be Provider and contract specific and contain the Unique PRaP ref No and the date of referral to the Work Programme.

Providers will be able to use this list to access PRaP, identify the unattached referral and record as DNS.

The list will be issued to Providers by no later than 30th June 2014.

To enable DWP to correctly report the impact of this change, we require Providers to complete this exercise by no later than **31st August 2014**.

Please could you provide the name of a SPOC within your business whom we can issue the list to. Please send contact details to Adele.Kalkan@dwp.gsi.gov.uk by COP 24th June.

New chapter or changes to existing chapter

Chapter 4 of the WP Provider Guidance will be updated from 30th June 2014 to reflect the changes as detailed above

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