

Withdrawn

This publication is withdrawn.

This publication is no longer current.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

From: Work Programmes Division

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

Memo Serial Number: 155

Date: 20 May 2014

Subject: Misuse of the Provider Direct Service

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 going to raise a WP08 referral.

The service allows you to check that you hold the correct details prior to deciding whether or not to make a WP08 Decision Making and Appeals (DMA) referral to DWP.

Over the last few weeks we have had repeated instances of providers calling the Provider Direct service for reasons other than the participant has failed to participate.

We believe that the reason for the increase in these calls is due to a change in the way that the Jobcentre Plus Contact Centre enquiry line operates and a misunderstanding as to how this will affect yourselves.

The changes that JCP have introduced are designed to enable claimants to call the Jobcentre Enquiry Line (J.E.L) about a variety of issues and to obtain an answer without being referred on to a Jobcentre.

Where the agent is not able to answer the query they will ask a Jobcentre to call back.

We understand that some providers have been advised to contact the J.E.L when asking to speak to a jobcentre. This is not correct and all JCP staff have

been reminded that they should continue to liaise directly with all providers and should not be referring you to the J.E.L. You are encouraged to continue to liaise directly with Jobcentre plus and use your existing list of contacts.

Summary and action

Whilst we understand that being incorrectly referred to the J.E.L may be frustrating you are reminded that the Provider Direct service is only designed to establish if a change of circumstances has occurred that you were unaware of that could have prevented a Mandatory Activity Notice being received leading to a failure to participate.

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. Additionally the phone number must not be given out to any members of the public.

We will continue to monitor the situation but if you continue to be referred to the J.E.L please can you let your Performance Manager know.

In the meantime please remember that 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.

Regards

Work Programmes Division Enquiries Team