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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: 152

Date: 29 April 2014

Subject: Urgent Clarification re completing a WP08 DMA Referral

Action: For Information and Action

Timing: Immediate

Background

We have received feedback from colleagues in Jobcentre Plus that a significant number of WP08 referrals are being cancelled due to the incorrect benefit type being recorded.

It is important that the Labour Market Decision Maker has evidence that the participant was mandated correctly and a key point is to determine which benefit the participant was receiving at the point the mandated activity was notified.

Some providers are recording the original benefit type that they were referred under and not the benefit in payment at the time the MAN was issued.

For example, if a participant is referred to you as a JSA recipient and then they move on to ESA, some providers are still completing the WP08 at part 2 by "ticking" that they are JSA claimants but annotating the form to state that they are in fact now ESA participants, rather than "ticking " the ESA box.

This action is incorrect and is leading to a significant number of cancellations as the Decision Making team cannot accept a WP08 that does not have the correct box ticked for the benefit that is in payment at the time of the referral.

Summary and action

When completing a WP08 referral you must always tick the correct benefit type that the participant was receiving at part 2 of the WP08 form at the point the mandated activity was notified.

If the incorrect benefit box is ticked this will result in the referral being cancelled.

Annotating the WP08 to state what benefit is in payment is not sufficient.

Further guidance on completing the WP08 form can be found in the WP08 Hints and Tips guide and the WP08 Quality Assurance Framework, both of which are to be found on the Work Programme Provider Guidance website

We will amend the Work Programme provider guidance to clarify this point in the near future.

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