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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: 146

Date: 27 January 2014

Subject: Quality Assurance Framework (QAF) – Work Programme Provider DMA Referrals

Action: For Information and Action

Timing: Immediate

Background

1. Issues have continued to arise regarding incorrect or incomplete WP08, WP09 and WP10 Decision Making and Appeals (DMA) referral forms.
2. In our continuing effort to drive improvements in DMA referrals, we recently produced a WP08 hints and tips tool (Memo 138 refers).
3. To link to this tool and to cover the other DMA referral forms, we have now designed a Quality Assurance Framework (QAF) for Work Programme Provider DMA Referrals to help with sample checking of referrals.
4. The QAF will support teams to make referrals at a consistently high standard enabling the Labour Market Decision Makers (LMDMs) to make decisions.
5. The benefits of using the DMA QAF include:
 - A reduction in nugatory work, that will free up adviser time
 - Ensuring you take a standard approach to completing your DMA referrals, throughout all your teams and supply chain.
 - Enabling you to identify individual training, development needs and have meaningful discussions.

Summary and action

6. We believe the QAF is a very useful tool and we would encourage you to use it.
7. The tool is in the form of an interactive checklist, which has been divided into sections to support overarching standards for all DMA referrals. If you click on these sections drop downs, you will be able to view relevant information to indicate how much the referral supports the standards.
8. Along with helpful policy guidance links, the completed checklist will enable you to provide relevant feedback and if necessary, withdraw the referral before it is sent if it does not meet the required standards.
9. We will be having a telekit to walkthrough the QAF; 18th February 2014, 11am to 12. If you wish to participate, please email Jason Alston (jason.alston@DWP.gsi.gov.uk) by the 12th February 2014.
10. We will also undertake a feedback exercise after 3 months to evaluate its use and if necessary, make improvements.
11. Work Programme provider guidance will be updated in the near future to provide links to the QAF which will be published on the Internet in due course.

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