

Withdrawn

This publication is withdrawn.

This publication is no longer current.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

Memo Serial Number: 145

Date: 14 January 2014

Subject: Work Programme Provider Guidance – Chapter 10
– Amended process when checking the WPER2
and WPER2E form

Action: For Information and Action

Timing: 20 January 2014

Background

Following the evaluation of the unencrypted email process for Exit Reports, Work Programme providers identified a process issue when checking the WPER2E form. As agreed with you, we have reviewed the process in the light of the evaluation comments from yourselves and Jobcentre Plus, and have implemented a change to the process that will save time and resource when processing the exit report requests.

The purpose of this Memo is to inform you of the change and provide a detailed copy of the amended process with this Memo.

[Amended process for checking WPER2 and WPER2E form](#)

Summary and action

At present, when Work Programme providers receive a WPER2E form from Jobcentre Plus that contains more than 40 customer records, or that contains one or more customer records identified as not belonging to the provider, the provider informs Jobcentre Plus of the error, deletes the WPER2E form and keeps a note of the action taken.

With effect from 20/01/2014, providers are able to retain the WPER2E form and action the requests, rather than having to delete the whole WPER2E, and work through a subsequent list again.

Please note that Work Programme providers are still required to notify Jobcentre Plus of the error(s), delete any records that are not theirs and keep a record of the action taken.

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 Programme Policy Team