

Withdrawn

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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programme Division

Cc: Account Managers
Senior Performance Managers
Performance Managers
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Memo Serial Number: WP LR Memo 55

Date: 6 December 2013 (Rev 6.12.13)

Subject: **Work Programme Sustainment Outcome Payment – clarification of supporting evidence**

Action: For Information

Timing: Immediate

Background

In recognition that not all Work Programme participants will require the same level of in work support from providers and that employers and participants may not be receptive to continuing attempts by providers to track participants progress while in work, DWP has agreed the following clarification to Sustainment Outcome payment requirements.

Summary and action

It remains the case that, before submitting any claim for a Sustainment Outcome payment, providers must satisfy themselves that they are only submitting claims for payment to which they are entitled. In order to do this they must have in place appropriate systems in order to track participants and ensure that they have remained in employment.

However, from Monday 16 July 2012, where it is appropriate to support the needs of an individual participant, the following evidence will be accepted as sufficient to confirm that support arrangements are in place and that a claim can be submitted:

Written records showing that the provider:

- has established that the individual is in sustained employment
- has agreed an ongoing support mechanism with the individual participant and that this agreed support mechanism remains in place and available to participants, regardless of whether they choose to access it
- has agreed with the individual that they are established in their job and that they do not need further contact with the provider unless circumstances change; and
- has agreed with the participant that they will notify the provider of any relevant change in their circumstances - e.g. they require more support, start a different job and/or leave their current job.

Providers must ensure that the above is verified on an individual basis with each participant and the provider must maintain an individual record of the agreement. **It is not sufficient to issue a standard letter placing the onus on participants to contact the provider to maintain ongoing support or, in the absence of contact, be deemed to agree to the above terms.**

It is important to note that all sustainment outcome payment claims will continue to be subject to pre and post payment validation checks as detailed in provider guidance.

Further Information Contact Details

All enquires 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

Contracted Customer Services Directorate