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Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Memo Serial Number: 136

Date: 22 November 2013

Subject: Work Programme – Linking Work Programme Providers to single Labour Market Decision Making and Appeals Sites

Action: For Information and Action

Timing: Immediate

Background

As communicated at the provider forum of 14th November, a decision has been made to map Work Programme providers to dedicated Labour Market Decision Making & Appeals (LMDMA) sites.

This will mean that each provider's Decision Making & Appeals (DMA) referrals will be sent to a designated LMDMA site. The designated sites will undertake only Work Programme and will be expected to have close contact with their providers to help improve the quality of referrals and reduce cancellations.

Summary and action

Please note that a small amount of providers will not be affected by the change as they are already mapped to a single LMDMA site with whom they will continue to work.

With effect from 6th January 2014, you will need to send all your DMA referrals to the LMDMA team named in the mapping document in Annex1.

The full postal address and designated email inbox for your new team will be sent to you in the next few days. All outstanding DMA referrals, and any further submissions before 6th January 2014, will continue to be dealt with by your current LMDMA site.

Your current LMDMA sites have committed to clearing existing referrals within an agreed timeframe from 6th January 2014. Any outstanding referrals will be

cleared by the 6th February and any exceptions will be dealt with by the named SPOC.

Prior to 6th January 2014, your communications with your current LMDMA site will remain as they are.

From 6th January 2014 you may have new points of contact within your new 'mapped' LMDMA site. They will be your contacts for all day-to-day issues for DMA referrals sent from 6th January 2014 and will also provide representation for all CPRs from that date.

Alongside this, they will also be responsible for:

- Resolving issues and queries regarding the clearance of the DMA referrals made prior to 6th January 2014
- Monitoring & reporting on the progress of the clearance exercise. As such, any such issues or queries must be raised with your new LMDMA site contacts, rather than with those at your previous LMDMA site.

As part of the implementation activity for this change, your new LMDMA site will need details of which prime and subcontractor offices will be making referrals to them. Please confirm which prime and subcontractor offices will be making DMA referrals, the single point of contact for these offices and their contact details (postal address, phone number and up to date designated inbox address). Please return these to xxxxxx by 27th November 2013.

As already verbally requested, Providers should confirm the SPOC for this implementation by Monday the 25th November 2013. These should be returned to xxxxxx at the above email address.

An implementation telekit will be held with the SPOC on the 28th November 2013, further details of this kit will follow.

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 Division Enquiries Team

Annex 1 – WORK PROGRAMME - NEW MAPPING OF PROVIDERS TO DECISION MAKING SITES

WORK PROGRAMME - NEW MAPPING OF PROVIDERS TO DECISION MAKING SITES

Work Programme Prime Provider	Which Contract Package Area (CPA)	EXISTING LINKS: Decision Making sites prior to 1 st Jan 2014	NEW LINKS: Decision Making sites from 1 st Jan 2014
A4e	2	Doncaster	Bolton
	4	Bromley	Bolton
	6	Bolton	Bolton
	9	Doncaster	Bolton
	17	Bolton	Bolton
Ingeus	1	Glasgow	Glasgow
	2	Glasgow	Glasgow
	3	Glasgow	Glasgow
	5	Birkenhead	Glasgow
	6	Birkenhead	Glasgow
	8	Glasgow	Glasgow
	16	Glasgow	Glasgow
Seetec	1	Derby	Annesley
	4	Wellingborough	Annesley
	7	Wellingborough	Annesley
Working Links	8	Merthyr	Merthyr
	11	Merthyr	Merthyr
	13	Merthyr	Merthyr
Avanta	5	Sunderland	Cosham
	7	Sunderland	Cosham
	10	Sunderland	Cosham
Serco	15	Hanley	Hoxton
	17	Hanley	Hoxton
ESG	15	Hanley	Glasgow
Rehab	12	Plymouth	Glasgow
	13	Plymouth	Glasgow
BEST (Interserve)	16	Newcastle	Cosham
Newcastle College	14	Walsall	Glasgow
	18	Walsall	Glasgow
G4S	7	Cosham	Cosham
	10	Cosham	Cosham
	18	Cosham	Cosham
Prospects	11	Cosham	Merthyr

Learndirect	12	Cosham	Hoxton
EOS Works Ltd	14	Basildon	Merthyr
Pertemps	14	Basildon	Hoxton
Maximus	3	Hackney	Glasgow
	9	Hackney	Glasgow
REED	3	Hackney	Merthyr
CDG	4	Hackney	Cosham