

# Withdrawn

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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:** 120

**Date:** 7 June 2013

**Subject:** Amendments to Work Programme Provider Guidance

**Action:** For Information and action

**Timing:** Immediate

### Background

The purpose of this memo is to inform you that amendments have been made to Work Programme provider guidance chapters.

### Summary and action

Please ensure, with immediate effect, that the revised information in the following Work Programme provider guidance chapters are used by you and all of your subcontractors:

Chapter	Title	Summary of Changes
	Provider Direct	Additional security bullet point added
5	Change of Circumstances and Notification	Additional information on what a provider can expect to receive on form WP07b when notified of a Domestic Violence easement
6	Raising a compliance doubt	The LMDM will note the correct address on a WP08 referral decision where it is cancelled due to a change of address
16	Participant Complaints	Guidance has been updated regarding a participant making a complaint against you (paragraphs 12-16)

## **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 Provision Enquiries Team**