

# Withdrawn

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# Department for Work and Pensions

## Mandatory Work Activity Live Running Memo

**To:** Mandatory Work Activity Providers

**From:** Work Programmes Division

**Memo Serial Number:** 18

**Date:** 25 October 2013

**Subject:** Changes to the Provider Direct service for Mandatory Work Activity Providers

**Action:** For information and action

**Timing:** With effect from 28 October 2013

### Background

The Provider Direct service was introduced on 25 March 2013 as a way to help you manage your Decision Making and Appeals (DMA) referrals.

The service is specifically designed to allow you to check if there has been a change in a customer's circumstances before you raise a DMA referral (MWA1 form).

On average, of the calls made to the Provider Direct service, 40% highlight some information that subsequently means a DMA referral is not appropriate.

Use of the service saves both provider and DWP time and resources by reducing the number of referrals made. It also means more timely decisions, as decision makers are not spending time on nugatory referrals.

With this in mind, we are keen to encourage and increase usage to ensure that providers make use of the service to reduce the number of cancelled referrals. We are aware that whilst providers welcomed the introduction of Provider Direct, some have found the service rather restrictive. Following feedback from providers, we have made the following changes with effect from **28 October 2013**.

### Agreed Changes and Action

You told us that only being able to ask about five customers in one call was too restrictive. We have therefore arranged for you to be able to enquire about up to ten customers in any one call. This should enable your staff to clear more queries more quickly.

Some providers fed back that the policy of contacting Provider Direct only when you have been unable to contact the customer was proving too time

consuming. We have therefore agreed that you are no longer expected to have tried to contact the customer before calling Provider Direct.

Feedback from providers also indicated that the security procedures are too lengthy and complex. We have discussed your concerns with our security partners and they have agreed to reduce the security checks. It will only be necessary for Provider Direct agents to ask you to identify three random digits from the eight digit Access Code and ask one participant security question for each customer.

I hope you will welcome these changes to the Provider Direct service. Please note that in agreeing to make these changes, there is an expectation that you will call the Provider Direct service before making a DMA referral wherever possible.

An updated copy of the Provider Direct guidance for Mandatory Work Activity providers is attached for your reference; and it will be published on the internet in the near future.

### **Further Information Contact Details**

If you have any queries, please contact your Performance Manager in the first instance.

### **Work Programmes Division**