

## **Work Programme Live Running Memo**

To: Work Programme Providers  
Cc: Senior Performance Managers  
Performance Managers

From: Work Programmes Division  
Memo Serial Number: WP LRM 205  
Date: 29 June 2016

Subject: Completion Errors on WP08 forms when raising a compliance doubt  
Action: For information and Action  
Timing: Immediate

### **Background**

DWP Labour Market Decision Makers are advising that some Work Programme Provider staff is annotating their own personal work email address to the WP08 compliance doubt form, which causes issues for Benefit Centre staff in identifying the email address to which the decision should be returned.

### **Summary and action**

Work Programme Providers to ensure that the Decision Making and Appeal referral form WP08, used to raise a compliance doubt, contains the generic Provider email address as the return descriptor. Work Programme Provider staff and those of their Supply Chain should be reminded not to personalise the WP08 return email address at the bottom of the WP08.

Please refer to Work Programme Provider Guidance, Chapter 6 – Raising a Compliance Doubt. Paragraph 50 refers (Link attached below).

[Work Programme Provider Guidance, Chapter 6 - Raising a Compliance Doubt](#)

50. Ensure that the correct email address for the return of the sanction decision is included in the WP08 or PRE01 form.

Please note: This must be the generic inbox address that the decision notification is to be emailed to, not the individual adviser address

### **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