

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Senior Performance Managers
Performance Managers

From: Work Programmes Division

Memo Serial Number: LRM WP207

Date: 7th November 2016

Subject: Changes to Work Programme, Chapter 9, Evidencing and Validating Payments

Action: To note

Timing: Immediate

Background

Please note, the Special Customer Record (SCR) process currently detailed in Chapter 5 of the Generic Provider Guidance has been revised.

The revised process can be found in [Work Programme specific guidance, Chapter 9, Work Programme Evidencing and Validating Payments](#).

The Generic Provider Guidance will be updated in due course.

Summary and action

With immediate effect providers should familiarise themselves with new process and forms.

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