

Work Programme Live Running Memo

To: Work Programme Providers
Cc:

From: Work Programmes Division
Department for Work and Pensions

Memo Serial Number: 135

Date: 31 October 2013

Subject: Work Programme Provider Guidance – Chapter 10 (Inclusion of unencrypted email) and inclusion in Chapter 18 of the updated DWP Exit Report templates

Action: For Information and Action

Timing: Immediate

Background

Following the issue of WP LR Memo 115 (Exit Reports - Further detailed process for when a participant is due to complete the Work Programme) work has been undertaken to improve the process by developing an electronic version of it.

The purpose of this Memo is to inform you that the Work Programme provider guidance has been updated to reflect the changes and a copy is attached to the Memo.

Summary and action

At your request we have built on the early process to develop a streamlined version using un-encrypted emails instead of post, to facilitate the transfer of information between the providers and Jobcentre Plus and vice versa.

The new version of Work Programme Provider Guidance Chapter 10 will be published imminently along with amended versions of the DWP Exit Report templates will be added to Chapter 18.

Chapter 10 details how you can use unencrypted email for the Exit Report process. Work Programme prime providers, their sub contractors, and Jobcentre Plus District SPOC's may use the unencrypted email for this process, for the purpose specified by security notice 1/11.

We will be in touch with you regarding implementation of the new process.

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