

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Memo Serial Number: 131

Date: 4 September 2013

Subject: Provider Direct – Live Running Arrangements

Action: For Information and Action

Timing: Immediate

Background

The Provider Direct Service was introduced in September 2012 to allow you to check if a claimant's circumstances had changed prior to raising a WP08 referral in order to drive down the number of nugatory referrals.

Now that the service is firmly established we need to move it into live running. In common with other aspects of the Work Programme it has therefore been decided that from Monday 9th September 2013 the following arrangements will apply:

Summary and Action

Queries about the Service

Comprehensive Guidance for the Provider Direct service has been developed by the Work Programme Policy team and you should be able to find the answer to most of your queries in there. The guidance should therefore be referred to in the first instance.

Any non-technical queries about the service that you can not find an answer to in guidance should in the first instance be raised via your Performance Manager. If they are unable to resolve the situation themselves they will then take the issue forward on your behalf.

Complaints about the Service

Any complaints about the service e.g. waiting times, complaints about individual Provider Direct agents should be raised with the relevant Provider Direct Contact Centre Manager.

If the Contact Centre Manager is unable to resolve your complaint to your satisfaction you should then escalate the complaint through your Performance Manager.

Potential Security Incidents

Any changes in circumstances that could lead to a potential security incident (e.g. a member of staff who had access to the Access Code is dismissed) should be reported on the Potential Security Incident proforma found at Annex B in the Provider Direct Guidance. The completed proforma should then be sent to WPD.SECURITY@DWP.GSI.GOV.UK

Any other issues relating to security must be sent immediately to the WPD.SECURITY@DWP.GSI.GOV.UK email address for our security team to consider.

Business Continuity

In the event of a technical problem occurring leading to Provider Direct being unable to take calls, the Provider SPOCs will be contacted by a member of the Business Management Team (BMT) who will inform you of the nature of the problem and how long the service is likely to be affected for.

Access Codes

The BMT will be responsible for sending out the Access Code on a monthly basis. Details of how this process operates can be found in the Provider Direct guidance.

Any problems specifically relating to the use of the Access codes should be addressed to the BMT. The email address is:
CCSD.BUSINESSMANAGEMENTTEAM@DWP.GSI.GOV.UK

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 Programmes Division Enquiries Team