

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

From: Work Programmes Division

Memo Serial Number: 123

Date: 28th June 2013

Subject: Work Programme – Exit Reports Task and Finish Group
Suspension of the Reminder process

Action: For Information and Action

Timing: Immediate

Background

In May this year DWP began to issue requests for Exit Reports in respect of those claimants returning to Jobcentre Plus after 104 weeks on the Work Programme.

The clerical Exit Report process has been problematic and whilst our priority is to introduce an electronic process, a group has been set up to work together to urgently resolve some of the issues raised. One of the issues raised is that valuable time is being spent to action reminders when it could be spent completing the Exit report.

This Memo outlines the areas to be addressed and the immediate decision taken in respect of the reminder process following talking to both District Managers and providers this week.

Summary and action

Jobcentre Plus will stop sending you the Exit report reminders from Monday 1st July until further notice. Management Information will still be collected and monitored in terms of the achievement of the 10 day target for completing and returning the Exit Reports and this information will be shared with Jobcentre Plus colleagues.

The group will also:

- Investigate the possibility of providers receiving Exit Report requests more directly
- Seek to introduce a more user friendly Exit Report template
- Conduct some sample checking of the quality of the Exit reports
- Improve the guidance around the timescales for all activities within the 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

Contracted Customer Services Directorate