

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Memo Serial Number: 099

Date: 14 February 2013

Subject: Benefit Cap Direct Mail

Action: For Information and Action

Timing: Immediate

Background

DWP have already informed you that claimants would receive a letter advising them that they would potentially be affected by the benefit cap.

This memo is to provide information regarding the issue of a further Direct Mail in February 2013 to newly identified claimants who are potentially affected by the benefit cap. The letters will be issued to all individuals that have been identified as potential benefit cap cases since the September 2012 scan.

Summary and action

From the 6th February to 8th February a further direct mail to claimants affected by benefit cap has taken place. Based on approximate volumes, the direct mail letters will be issued to approximately 21,000 individuals. Of the 21,000, approximately 5,000 are 'stock' benefit cap cases that fall into the Phased Rollout areas (Haringey, Enfield, Bromley and Croydon Local Authorities) and who will be impacted by the cap from 15 April 2013.

The Direct Mail letters will be issued to 6 benefit cap groups over the 3 days in February 2013. The claimants will receive one of the following letters:

Letter A - For stock claimants currently above cap levels with their 2012 benefit awards and going live in April 2013.

Letter B - For on flow claimants since the September 2012 scan, currently above cap levels with their 2012 benefit awards and going live in April 2013.

Letter C – To on flow claimants identified since the September scan, currently above cap levels with their 2012 benefit awards but not affected until National Rollout.

Letter D - To stock claimants who are under the cap threshold with their 2012 benefit awards, but who are likely to be over the cap threshold with the April 2013 benefit rates and going live in April 2013.

Letter E – To on flow claimants who are under the cap threshold with their 2012 benefit awards, but who are likely to be over the cap threshold with the April 2013 benefit rates and going live in April 2013

Letter F – To on-flow claimants who are under the cap threshold with their 2012 benefit awards, but who are likely to be over the cap threshold with the April 2013 benefit rates, but not affected until National Rollout.

Letters A, B and C will inform individuals (NB only individuals who are over the threshold using current (2012) benefit award data) of the amount of housing benefit they are likely to lose in bandwidths of £50.

To assist you in the discussions with potential benefit cap individuals, copies of the English and Welsh direct mail letters are embedded in this memo.

(Excludes direct mail letters). If you wish copies of letters please email [CCSD Business Management Team](#)

A decision will be made in mid February about the communications to the benefit cap claimants who are impacted by the national rollout.

As per memo 59 the current process will continue. Should you receive queries from participants relating to the benefits they receive, you must refer them to their Local Authority, or the benefit cap helpline. It is your responsibility to work with the participant and incorporate actions which will encourage them to find employment.

May we take this opportunity to apologise for the late communication.

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