

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Memo Serial Number: 098

Date: 1 February 2013

Subject: Amendments to Work Programme Provider Guidance

Action: For Information and Action

Timing: Immediate

Background

The purpose of this memo is to inform you that amendments have been made to a number of the Work Programme provider guidance chapters.

Summary and action

Please ensure, with immediate effect, that the revised information in the following Work Programme provider guidance chapters are used by you and all of your subcontractors:

Chapter	Title	Summary of Changes
3a	Mandation	New paragraph highlighting the use of Provider Direct
3c	Work experience on a voluntary basis and community benefit work placement	Further clarity has been added about which ESA participants are suitable for community benefit work placements.
7	Re-engagement and Reviewing a Sanction – from 3/12/2012	Annex 1 - ESA WP re-compliance notification has been updated (first paragraph) by providing alternative options for raising the Notification.
11	Market Share Shift	Guidance for the Merlin Accreditation score has been updated to include categories; “Excellent”, “Good” and

		“Satisfactory”
	Provider Direct	Change to individual provider access Codes, change to morning/ afternoon timeslots and security procedures when a member of staff leaves a provider.

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