

# Department for Work and Pensions

## Work Programme Live Running Memo

**To:** Work Programme Providers      **From:** Work Programmes Division

**Memo Serial Number:** 095      **Date:** 25 January 2013

**Subject:** Provider Direct – Cancelled Referrals

**Action:** For Information and Action

**Timing:** Immediate

### Background

The Provider Direct telephone service was introduced in October 2012 to assist in clarifying a participant's circumstances prior to the issue of a WP08. This service was specifically targeted to reduce the number of unnecessary and subsequently cancelled referrals. Prior to the introduction of Provider Direct approximately 30% of all referrals were found to be nugatory.

Despite the successful introduction of the service and the positive feedback that we have received from you, we have not seen the expected reduction in cancelled referrals. (Please see table below). Whilst it may be too early for significant reductions, MI continues to show that cancelled referrals are still accounting for over a third of all DMA referrals made.

### Percentage of DMA Referrals v Percentage of DMA Cancellations

	Sept 2012	Oct 2012	Nov 2012
<b>Referrals</b>	59130	74484	71473
<b>Cancellations</b>	23334	26180	25315
<b>% Of Cancellations against Referrals</b>	39.46%	35.14%	35.41%

### Summary and action

#### What you can do to help

In an effort to reduce the number of nugatory referrals you are making (subsequently reducing the number of cancellations,) we would like you to review your take up of the telephony service and further encourage and promote the use of Provider Direct within your own organisations and your supply chain.

## **What DWP can do to help**

We will be looking at how providers are currently using the service and how we might help you individually to reduce the number of nugatory referrals.

## **Next steps**

We will be discussing the findings of our investigations with individual providers at the DMA electronic referral telekits during week commencing 4th and 11th February, as well as at your monthly Contract Performance Reviews.

We will continue to track both take up of the service and the volumes of cancelled referrals and keep you updated.

## **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**