

Department for Work and Pensions

Work Programme Live Running Memo

To: Work Programme Providers

From: Work Programmes Division

Cc: Account Managers
Account Executives
Senior Performance Managers
Performance Managers

Memo Serial Number: 154

Date: 13 May 2014

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 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 is used by you and all of your subcontractors.

Chapter	Title	Date of Change	Version number	Summary of Changes
2	Chapter 2 - Work Programme claimant groups	28/04/2014	V8	Changes from 28/04/2014 introducing an Increase in Lone Parent conditionality rules
3a	Work Programme Mandation	28/04/2014	V9	Changes from 28/04/2014 introducing an Increase in Lone Parent conditionality rules
6	Raising a	29/01/2014	V16	Introduction and

	compliance doubt			Link to WP08 QAF inserted
6	Raising a compliance doubt	31/03/2014	V17	The importance of transposing information from the MAN onto the WP08
6	Raising a compliance doubt	28/04/2014	V18	Changes from 28/04/2014 introducing an Increase in Lone Parent conditionality rules
7	Re-compliance and reviewing a sanction (from 3 December 2012)	31/03/2014	V11	Introduction and Link to WP08 QAF inserted
7	Re-compliance and reviewing a sanction (from 3 December 2012)	28/04/2014	V12	Changes from 28/04/2014 introducing an Increase in Lone Parent conditionality rules
8	JSA entitlement doubt	29/01/2014	V6	Introduction and Link to WP08 QAF inserted
9	Work Programme evidencing/validating payments	31/03/2014	V9	Changes to the need to obtain consent to contact an employer when participant starts work
10	Completing the Work Programme	31/03/2014	V6	Implications for mandating a participant close to the 104 weeks completion date
16	Participant complaints	31/03/2014	V6	Address for ICE amended

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