

Department for Work and Pensions

Checking the WPER2 and WPER2E form

1. You must check your own records to ensure that the participants stated on the WPER2 or WPER2E forms are attached to you.
2. If you propose to send the WPER2 or WPER2E to your sub-contractors you must check the WPER2 or WPER2E form only includes the participants that are attached to the sub-contractor prior to sending the form to your sub-contractors. You must keep a record of where and when you have sent the WPER2 or WPER2E form for 3 months.
3. You may choose to use unencrypted e-mail to send to your sub-contractor or may use your own encrypted system or MI system. If you choose to use unencrypted e-mail, you must adhere to the same restrictions when sending and receiving data to and from DWP e.g.
 - Only one record per e-mail;
 - Standard e-mail content;
 - Email sent from and to a designated inbox.
4. If you send data to the wrong sub-contractor, you must alert the sub-contractor to the error and ensure that they delete the record. You must keep records of the actions taken for 3 months.
5. If the WPER2 or WPER2E form was:
 - sent to you in error; or
 - includes participants with the wrong details (e.g. incorrect NINO); or
 - includes participants who belong to a different provider; or
 - includes more than 40 participant records

you must telephone the District SPOC who sent the WPER2 or WPER2E form to report the error.

6. When it is agreed with the District SPOC that the WPER2 or WPER2E form was sent to you in error or the email was not sent from the designated Jobcentre Plus inbox, the Provider SPOC must destroy the WPER2 form or delete the WPER2E form. You must keep a record of the actions taken for audit purposes.
7. The District SPOC will either issue a further WPER2 or WPER2E to the correct Provider SPOC or re-issue the WPER2E to you from the correctly designated JCP inbox.
8. If the District SPOC issues another WPER2 or WPER2E for any of these scenarios they will amend the Exit Report request date on LMS so that providers have the full 10 working days to return their Exit Reports.
9. When it is agreed with the District SPOC that the WPER2 or WPER2E includes participants with the wrong details (e.g. incorrect NINO) or includes participants who belong to a different provider you must delete the relevant participant's details from the form.
10. You may continue to work through the WPER2 or WPER2E form in these situations including where the form includes more than 40 participant records. You must keep a record of the actions taken for audit purposes.