

# Withdrawn

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## **Access to Work Live Running Memo 8**

To: Access to Work Providers

From: Disability Employment Provision Policy Team

### **Memo serial Number: AtW LR 08**

Date: 22 December 2017

Subject: Amendments to Access to Work provider guidance: Holistic Assessments provider guidance

Action: For information and action

Timing: Immediate

### **Summary**

This provider memo advises of amendments to the Access to Work Holistic Assessments Provider Guidance. The latest updates to the Access to Work Holistic Assessments provider guidance have been published on GOV.UK.

### Holistic Assessments provider guidance changes

Page/ Paragraph Number	Title / Contents	Amendments
Page 9 Paragraph 2.16	Scheduling an Holistic Assessment	Bullet point 4 amended 'make several attempts at various times within 1 working day of referral to contact the customer to schedule the Holistic Assessment. If successful and the Holistic Assessment has been scheduled, record on PRaP within 2 working days of receipt of the initial referral'
Page 9 Paragraph 2.16	Scheduling an Holistic Assessment	Bullet point 5 is now Bullet point 6
Page 9 Paragraph 2.16	Scheduling an Holistic Assessment	Bullet point 6 and 7 combined and now Bullet point 5
Page 9 Paragraph 2.16	Scheduling an Holistic Assessment	New Bullet point 7 added, 'if you are unable to contact the customer on day 1 and schedule the Holistic Assessment, you must continue to make contact with the customer on subsequent days and record on PRaP once the Holistic Assessment has been scheduled, even if this falls outside the 2 working day target.,
Page 9	Scheduling an Holistic Assessment	Paragraph 2.17 amended to read, 'If you are unable to contact the customer within the first 2 days, you should confirm the customer contact details with the Access to Work Adviser, informing them of the dates and methods you have used when attempting to contact the customer. The Access to Work Adviser will offer advice on further action to be taken'
Annex E	Standard wording for complaints	The telephone number for the Independent Case Examiner amended 'Phone: 0800 414 8529,

**Further Information and 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

Disability Employment Provision Policy Team

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