

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Section 05 – Stage Three – Module Two – Short to Medium Term In-Work Support

This Section pertains to referrals to Work Choice made **prior** to the current contracts' extension period in England and Wales which commenced in April 2017, and to referrals in Scotland up to 31st March 2017.

For guidance pertaining to all referrals to Work Choice in England and Wales made **during** the current extension period, specifically referrals from 25th April 2017 for contracts originally awarded in 2010, and from 7th April 2017 for Remploy, please see "Work Choice Provider Guidance: Post-April 2017" version which will be found on GOV.UK :

<https://www.gov.uk/government/collections/dwp-provider-guidance>

5.1. This Section covers:

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Introduction

5.2. It is essential that you read and note the contents of DWP Generic Provider Guidance including [Chapter 2, Delivering DWP Provision](#) and [Part 7, Self Assessment](#) which contains a comprehensive guide to standards required from DWP Provider e.g. Induction Standards, Quality, Health and Safety, Legal requirements, Safeguarding Vulnerable Groups etc.

Module Two – Short to Medium Term In-Work Support

- 5.3. When a participant has found paid employment (or self employment), of 16 hours or more, which requires Work Choice support you will work with the employer and your participant to help the participant start work. (NB this could be more than one job which adds up to 16 hours or more).
- 5.4. You must be fully conversant with the range of complementary support that can be made available, both nationally and locally.
- 5.5. You, your participant and their employer may decide that other employees need information about working with disabled colleagues. This should be discussed and action agreed.

- 5.6. Whilst DWP's intention is to adhere to a minimally prescriptive strategy for Work Choice, within Module Two you must provide a range of support tailored to the needs of the individual participant and, depending upon their circumstances, will include some, most, or all of the following:
- discuss with the participant what their career goals are;
 - discuss with the participant and their employer how these goals can be met;
 - agree a support package that is tailored to the needs of the individual participant which will ensure they are able to stay in employment and develop further;
 - ensure the participant is aware of any changes to their benefit entitlement and ensure that they are receiving all appropriate in-work benefits by signposting them to Jobcentre Plus for expert advice;
 - or signpost to GOV.UK <https://www.gov.uk/benefits-adviser>;
 - work with Access to Work Specialist Advisory Team, where appropriate, to provide advice and support about accessibility solutions; ([see Annex 6 for further guidance on Access to Work](#));
 - agree, with all parties, a development plan that includes how your in-work support will taper off over a feasible and realistic timescale;
 - conduct regular reviews with the participant and their employer to ensure:
 - agreed actions have been fulfilled;
 - the participant is making progress towards unsupported employment;
 - appropriate adjustments to the support package and the participant's roles and responsibilities can be agreed;
 - a process is recorded and agreed;

NB Reviews should be face-to-face meetings and involve you, the participant and their employer. They should be timed to meet the needs of the participant and may be frequent in the early stages of this module, but must take place at least quarterly.

- work with other appropriate support or advisory organisations who can assist participants to achieve their goal;
- ensure the participant is aware of their rights as disabled person e.g. under the [Equality Act 2010](#)
- discuss with the employer how they may take on the long-term support of the individual. Prepare the employer to take on these responsibilities.

Note: this list is for guidance and is **NOT** exhaustive.

Moving From Module Two To Module Three

- 5.7 Module Two can last for a maximum of two years or until the close of the Work Choice programme, whichever is the sooner. However, as life

circumstances, including impairments, can change over time, some participants may start by receiving support via Module Two – because at the time unsupported employment looked an achievable goal – but subsequently require the long-term supported employment of Module Three. A change of module could occur at any time if it has become clear that the need for support is likely to be ongoing, or because the move to unsupported employment, whilst still achievable, is likely to take longer than two years.

- 5.8 If this becomes apparent, within, and no later than, two years from the start of Module Two, you must liaise with the participant and their employer to ensure that a move to the longer term in-work support of Module Three is suitable and that all is being done to help them move towards the unsupported labour market in the longer term.

Minimum Levels Of Support In Module Two

- 5.9 In Module Two, you must work with the participant, or with others on behalf of the participant (e.g. their employer), to ensure that for at least eight hours per month, your **participant** is engaged in activity that will further their aim (and that of Module Two) of progression to unsupported employment within two years. This may include up to eight hours one-to-one guidance, or a more advisory role, depending on your participant's needs, level of independence and abilities. This activity might include, for example, addressing a learning or skills need; becoming familiar with new ways of working; adapting to new work routines etc. The goal of progression must remain to the fore in all planning discussions.
- 5.10 The sufficiency of the support you give will be judged by evidence that the participant is demonstrably and productively engaged in the activities agreed in their Development Plan.
- 5.11 In Module Two your participant's support should usually be delivered by either yourself, as the Prime Provider, the participant's employer or by your formally established Sub-contractor(s). This will, ideally, ensure your participant can be allocated one adviser or support worker who should become their regular contact. However, 3rd Tier support, when utilised to address specific barriers or bring valuable expertise to a participant's delivery plan, is perfectly acceptable and will be viewed as a valid contribution to the programme. Examples of this might include one-off consultation with local experts e.g. debt counselling, housing support, disability-specific support groups etc.
- 5.12 Participant's day-to-day needs can fluctuate and, where appropriate, Provider intervention should be flexible to reflect this. You must, however, look to ensure that minimum levels of support are maintained on monthly basis.

- 5.13 Your participant's goals and the activity undertaken to achieve them, together with a note of the support you provided (or sourced) must be logged on their Development Plan, for inspection by Performance Managers if required. Support will be evidenced over a monthly period and you are required to keep a record of support in Development Plans and review documentation.
- 5.14 Occasionally a participant may be reluctant to involve their employer in their in-work support or their development/progression strategy. You should consider your participant's wishes as far as possible and ensure that any support given during Module 2 (or 3) is arranged so as to cause minimum disruption in the workplace. It may be appropriate to discuss with your participant that employers are often reassured to know there is an expert third-party to turn to for advice with any disability-related problem that may arise.
- 5.15 It is good practice, at an appropriate moment e.g. during induction, when agreeing their Development Plan or upon securing employment, to make individuals aware that you may need to contact future employers to obtain information and to engage their involvement.
- 5.16 Participation in the Work Choice programme is entirely voluntary. If your participant declines appropriate Module 2 or 3 in-work support then they would exit the programme. Their Leaver Plan should, of course, emphasise that they may approach their DEA to request Retention support at a later date if they should need it, but you should make them aware that this is necessarily time-bound by final referral dates and the closure of the programme.

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