

Department for Work and Pensions

Work Choice Live Running Memo

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

Memo Serial Number: LR18 **Date:** 20 March 2013

Subject: Updates to Work Choice Provider Guidance

Action: For information and action

Timing: Immediate

Background

Work Choice Provider Guidance has been routinely updated and is now available for perusal on the Supplying DWP – Provider Guidance website.

Summary and action

For your convenience, here is an at-a-glance log of this quarter's changes and amendments:

Section number	Title / Contents	Amendment
1	Work Choice Introduction and Overview	Added mention of and link to Complaint Resolution Core Briefing Pack.
2	Referral – Sources and Procedures	<ul style="list-style-type: none">• Added clarification – Work Choice compatibility with other DWP programmes is at Annex 4• Added new section clarifying how DEAs judge customers' suitability for the programme.
3	Stage One – The Initial Provider Interview	<ul style="list-style-type: none">• Added link to Complaint Resolution Core Briefing Pack• Emphasised that Work Programme participants may not join the Work Choice programme concurrently.• Added clarifications to the bulleted list of subjects which must be covered in the Initial Interview.• Removed references to minimum

		levels of support
4	Stage Two – Module One – Work Entry Support	<ul style="list-style-type: none"> • Clarified that Module One may be extended to 12 months and any extension to time in Module One is at the Provider's discretion – Providers are not required to consult a PM. • Relaxed the requirement for ALL support to be by sub-contracted organisations. Some 3rd Tier support, when utilised to address specific barriers or bring valuable expertise to a participant's delivery plan, is acceptable and will be viewed as a valid contribution to the programme. • Added clarifications to bulleted list e.g. replaced references to DirectGov with GovUK
5	Module Two	Relaxed the requirement for ALL support to be by sub-contracted organisations. Some 3rd Tier support, when utilised to address specific barriers or bring valuable expertise to a participant's delivery plan, is acceptable on occasion and will be viewed as a valid contribution to the programme.
6	Module Three	Relaxed the requirement for ALL support to be by sub-contracted organisations. Some 3rd Tier support, when utilised to address specific barriers or bring valuable expertise to a participant's delivery plan, is acceptable on occasion and will be viewed as a valid contribution to the programme.
7	Returning to the Programme	No significant changes

8	Retention	No significant changes
9	Development Planning and Exit Reports	Added more guidance on content of Development Plans
10	Distance Travelled	No significant changes
11	Financial Incentives	Largely re-worded to bring up to date
12	Self Employment	No significant changes
13	Working with Supported Businesses	Minor changes and clarifications
14	Guidance for Supported Businesses	Minor changes and clarifications
15	Performance and Management Information	Not changed with this iteration – Note: impact of Universal Credit will follow in next iteration
16	Financial Procedures	Not changed with this iteration – Note: impact of Universal Credit will follow in next iteration
17	Quality, Continuous Improvement, Assessment and Evaluation	<ul style="list-style-type: none"> • Updated information about Provider Assurance • Added short description of, and link to, Complaint Resolution Core Briefing Pack
18	Customer Choice	No significant changes
19	Wage Incentives	Added additional instructions for large employers
Annex 1	PRaP	Not changed with this iteration – Note: impact of Universal Credit will follow in next iteration
Annex 2	Forms, E-forms and Evidencing – Pertaining to Work Choice	Not changed with this iteration – Note: impact of Universal Credit will follow in next iteration
Annex 3	Working with Sub-Contractors	No significant changes
Annex 4	Compatibility with Other Provision	Not changed with this iteration
Annex 5	Permitted Work	Links updated
Annex 6	Access to Work	Some tidying and re-phrasing to improve clarity; Adviser contact details updated.
Annex 7	Identifying SROs	Additional paragraph clarifying procedure to follow if a Work Choice sub-contractor is also eligible to be a Statutory Referral Organisation

Annex 8	Marketing and Publicity	No significant changes
Annex 9	Right to Control	Re-written and updated by RtC Field Support Team

Work Programmes Division