

## Department for Work and Pensions

### Work Choice Live Running Memo

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

**Memo Serial No:** LR19

**Date:** 2nd August 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 iteration's changes and amendments:

Section number	Title / Contents	Amendment
1	Work Choice Introduction and Overview	<ul style="list-style-type: none"><li>• Added footnote defining UK resident</li><li>• Added footnote clarifying working age</li><li>• Added note re. Universal Credit variations for UC Pathfinders: brief description.</li></ul>
2	Referral – Sources and Procedures	<ul style="list-style-type: none"><li>• Duplicated footnote defining UK resident</li><li>• Duplicated footnote clarifying working age</li><li>• Added notes re. Universal Credit variations for UC Pathfinders: new title of JCP PA/DEA; description of cohort of claimants which are in-scope; referral systems.</li></ul>
4	Stage Two – Module One – Work Entry Support	<ul style="list-style-type: none"><li>• Added notes re. Universal Credit variations for UC Pathfinders: add UC awareness to work entry support; information about the Claimant Commitment; no Permitted Work, as such,</li></ul>

		<p>under UC.</p> <ul style="list-style-type: none"> <li>• Added link to Universal Jobmatch</li> </ul>
7	Returning to the Programme	<ul style="list-style-type: none"> <li>• Added clarification on how to handle Module 2/3 participants who lose their supported job.</li> </ul>
11	Financial Incentives	<ul style="list-style-type: none"> <li>• Typo corrected: para 11.8 – “Many 2009” should be May 2009</li> </ul>
16	Financial Procedures	<ul style="list-style-type: none"> <li>• Added note clarifying the tracking period; applies only to <b>unsupported</b> jobs. Should a supported job offer arise after participant has formally exited the programme, this would entail a return to Work Choice in order to enter Module Two.</li> <li>• Slight amendment to Job Outcome definition to take into account correction to Tracking Period, above.</li> <li>• Guidance on Evidencing Job Outcomes moved out of Annex 2 (Work Choice Forms repository) and positioned in Section 16, for better fit.</li> <li>• Added clarification that a SJO must be expected to last 13 weeks without a break, to those paragraphs that did not already contain it.</li> <li>• Corrected date in heading above para 16.40</li> <li>• Corrected outdated reference to Inland Revenue</li> <li>• Added note clarifying “Zero Hours Contracts”: the key evidence criteria for Work Choice outcome validation is that the employer expects the job to be for a minimum of 16 hours per week and to last 13 weeks. This is regardless of the details on any contract of employment, so as long as the statement is made by the employer supported by acceptable evidence supporting this, the outcome is achieved.</li> <li>• Added further clarifications on acceptable evidence for self-employed job outcomes.</li> </ul>
17	Quality	<ul style="list-style-type: none"> <li>• Slight amendment to the ICE process wording - specified by Independent Case Examiner's Office.</li> </ul>
Annex 1	Provider Referrals	<ul style="list-style-type: none"> <li>• Duplicated slight amendment to Job</li> </ul>

	and Payment System (PRaP)	Outcome definition to take into account correction to Tracking Period in Section 16, above.
Annex 2	Work Choice Forms/E-forms	<ul style="list-style-type: none"> <li>• Guidance on Evidencing Job Outcomes moved out of Annex 2 and into Section 16 (Financial Procedures) – better fit.</li> <li>• Updated Customer Consent form to reflect latest Generic wording</li> </ul>
Annex 3	Working with Sub-Contractors	<ul style="list-style-type: none"> <li>• Added note re. Universal Credit variations for UC Pathfinders: to ensure that all sub-contractors are aware of the impact of Universal Credit and have read and understood the UC variations and updates to this guidance and to Generic DWP Provider Guidance.</li> </ul>
Annex 4	Compatibility with Other Provision	<ul style="list-style-type: none"> <li>• Updated programme compatibility:</li> <li>• RTWC will be withdrawn later this year</li> <li>• Added paragraphs on concurrent access to Remploy People Help and Support Package.</li> </ul>
Annex 5	Permitted Work	<ul style="list-style-type: none"> <li>• Added note re. Universal Credit variations for UC Pathfinders: there is no concept of Permitted Work under Universal Credit. Instead there are enhanced work allowances or earnings disregards which become applicable under certain circumstances.</li> </ul>
Annex 6	Access to Work	<ul style="list-style-type: none"> <li>• Table at A6.6 amended to include the Mental Health Support Service. Work Choice customers are not eligible for this service as they should receive similar support through their Work Choice provider if a mental health condition is presented as a barrier to employment.</li> </ul>
Annex 10	Work Choice Prime Providers	<ul style="list-style-type: none"> <li>• Updated Work Choice Prime Providers list.</li> </ul>

## Work Programmes Division