

# Withdrawn

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## **Access to Work Live Running Memo 7**

To: Access to Work Providers

From: Disability Employment Provision Policy Team

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### **Memo serial Number: AtW LR 07**

Date: 27 October 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 will be published on GOV.UK in the near future.

Provider Guidance has been updated. For your convenience, here is an at-a-glance log of amendments from the version 1, Holistic Assessments Guidance.

## Holistic Assessments provider guidance changes

Page/ Paragraph Number	Title / Contents	Amendments
Page 3 paragraph 1.6  Bullet point 1	Eligibility conditions for Access to Work	Amended wording 'Disabled, or have a health condition that has lasted for or is likely to last for more than 12 months and that impacts their ability to work'
Page 6 paragraph 2.01	How to refer a customer to Access to Work	Inserted  '(Referred to as Access to Work Advisers throughout this guide) after 'Access to Work is delivered through DWP Access to Work Advisers'
Page 6 paragraph 2.06	How to refer a customer to Access to Work	Deleted duplication of paragraph 2.05, further paragraphs re-numbered accordingly.
Page 7 Paragraph 2.09  Bullet point 4	Initial engagement and customer contact	Now paragraph 2.08. Amended wording, '(The Access to Work Adviser will have obtained the customer and/or employer and any other parties contact details to help you make initial contact within the timeframe indicated in your contract.)' after 'to arrange a date and time for the holistic assessment.'
Page 9 Paragraph 2.17  Bullet point 1	Scheduling an Holistic Assessment	Now paragraph 2.16  Amended wording 'to arrange and agree with them a date and time for the holistic assessment, after '(not including weekends or public holidays)'
Page 9 Paragraph 2.17  Bullet point 4	Scheduling an Holistic Assessment	Now paragraph 2.16  Amended wording 'make several attempts at various times throughout the 1 <sup>st</sup> working day of referral to contact the customer to schedule the holistic assessment. If unsuccessful on day one, continue this practise on subsequent days to

		schedule the Holistic Assessment and record it on PRaP within 2 working days of receipt of the initial referral'
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<b>Page/ Paragraph Number</b>	<b>Title / Contents</b>	<b>Amendments</b>
Page 9 Paragraph 2.18	Scheduling an Holistic Assessment	Now paragraph 2.17  Amended wording 'you should confirm the customer contact details with the Access to Work referring Adviser, informing them of the dates and methods you have used when attempting to contact the customer. The Access to Work referring Adviser will contact the customer direct and ask them to contact you to schedule an appointment' after 'If you are unable to contact the customer within the first 2 days'
Page 10 Paragraph 2.20	Exceptional circumstances	Now paragraph 2.19  Amended wording ' you should inform your Access to Work referring Adviser' after 'and this is clearly delaying Access to Work support from being provided,'
Page 10 Paragraph 2.21 and 2.24	Exceptional circumstances	Paragraphs deleted, further paragraphs re-numbered accordingly.
Page 10 Paragraph 2.26	Cancellation of an Holistic Assessment	Now paragraph 2.23  Additional wording added 'You will need to notify the Access to Work Adviser if the customer does not wish the Holistic Assessment to take place at all and close the PRaP referral accordingly' to the end of the paragraph.

Page 10 Paragraph 2.27 Bullet point 1	Cancellation of an Holistic Assessment	Now paragraph 2.24  Amended wording 'The Access to Work Adviser must be informed of the reasons for the customer cancellation and any rescheduling attempts you have made, duly recorded on the Cancellations Log (Annex D using the Cancellations Log tab of the spread sheet), after 'the customer is not available in the timeframe specified in your contract from the original referral.'
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<b>Page/ Paragraph Number</b>	<b>Title / Contents</b>	<b>Amendments</b>
Page 11 Paragraph 2.27 Bullet point 4	Cancellation by the customer	Now paragraph 2.24  Amended wording 'you are unable to contact the customer within 2 days of the original referral and the customer has not contacted you. The Access to Work Adviser must be informed of all the dates and times you have attempted to contact the customer and the method of contact used.'
Page 11 Paragraph 2.27	Cancellation by the customer	Now paragraph 2.24 Bullet point 5 added 'the report is going to be sent outside the 8 day period with reasons.'
Page 11 Paragraph 2.28	Cancellation by the Provider	Now paragraph 2.25 Paragraph amended to 'If you need to postpone a scheduled appointment or if, rarely, are unable to carry out the Holistic Assessment, you should contact the Access to Work Adviser for advice, giving the reasons for cancelling the appointment, duly recorded on the Cancellations Log (Annex D using the Cancellations Log tab of the spread sheet).'

Page 13 Paragraph 4.05 Bullet point 5	Quality	Wording amended 'quotations provided are not for exact costs. All costs should be calculated and quoted accurately'
Page 13 Paragraph 4.05 Bullet point 6	Quality	Wording amended 'quotations do not include VAT/delivery costs (for VAT calculations, any part of a penny should be rounded up to the nearest whole penny)'
Page 13 Paragraph 4.05 Bullet point 12	Quality	Wording added 'that have a material impact on the report' after 'there are spelling and/or grammatical errors'

Page 13 Paragraph 4.05 Bullet point 21	Quality	Wording amended 'it contains personal/confidential information reported to the Assessor that the customer did not want disclosing on the report (Assessors should ensure that they advise the customer that they will report anything they tell them unless otherwise stated).
Page 13 Paragraph 4.05 Bullet point 22	Quality	Wording amended 'the report indicates that the employer is not sympathetic or making reasonable adjustments when this is not the case (i.e: reporting that time off is needed for appointments, breaks required etc.)'
Page 15 Paragraph 4.08	Quality	Paragraph amended 'If you are concerned about reports that have been returned for rework, you should refer to your DWP SPOC, the Access to Work Contract Liaison Point, within the Access to Work Team. In the absence of the SPOC you can contact the Contract Support Officer to determine the appropriate action to take.'

Page 17 Paragraph 5.05 and 5.06	General Information	Paragraphs merged with up to date link attached for more information on PRaP. Further paragraphs re-numbered accordingly.
Page 18 Paragraph 5.15		Now paragraph 5.14 Amended wording 'you should email the Access to Work referring Advisor immediately, sending a copy of this email to the Access to Work Contract Liaison Point at <a href="mailto:ATWPROVIDER.CONTRACTCORRESPONDENCE@DWP.GSI.GOV.UK">ATWPROVIDER.CONTRACTCORRESPONDENCE@DWP.GSI.GOV.UK</a> ' after Should you have a missing referral,'
Page 19 Paragraph 5.16  Bullet point 6	Customer's referral from Access to Work	Now paragraph 5.15 Wording amended 'via your Access to Work Adviser) after 'Further information on incidents can be requested from Jobcentre Plus,'
Page 20 Paragraph 5.23 and 5.24	Start provision	Paragraph deleted, further paragraphs re-numbered accordingly.

<b>Page/ Paragraph Number</b>	<b>Title / Contents</b>	<b>Amendments</b>
Page 20 Paragraph 5.27	Assessment outcome payment	Now paragraph 5.24 Amended to 'Once the Holistic Assessment has been completed the Assessment Outcome Payment can be claimed in PRaP. '
Page 20 Paragraph 5.28	Assessment outcome payment	Now paragraph 5.25  Amended to 'You must ensure that you only submit claims for payment to which you are entitled. DWP will, to the extent it deems necessary, undertake payment checks on claims to establish their validity. Any erroneous payments made will be recovered.'
Page 20 Paragraph 5.29  Bullet point 3	Assessment outcome payment	Now paragraph 5.26 Bullet point now split into bullet point 3 and 4.
Page 20 Paragraph 5.29	Assessment outcome payment	Now paragraph 5.26, bullet point 5 and 6 added <ul style="list-style-type: none"> <li>• for "Job Start Date" enter the date the Holistic Assessment was returned</li> <li>• for "Job End Date" enter the same date as the Job Start date.</li> </ul>
Page 20 New paragraph	Assessment outcome payment	Paragraph 5.27 added to guidance 'You will be required to input dates into PRaP to confirm an Assessment Outcome has been delivered: <ul style="list-style-type: none"> <li>• a unique reference - this is something to easily identify this Advance Shipping Notice (ASN) to you. It could be a reference which relates directly to your own system, or something to help you identify this customer. This must not contain a NINO</li> <li>• date 1: the date you returned the Assessment</li> <li>• date 2: the same date as Date 1.'</li> </ul>

<b>Page/ Paragraph Number</b>	<b>Title / Contents</b>	<b>Amendments</b>
Page 21	Provision end date	Title amended to Referral end date.
Page 21 Paragraph 5.30	Provision end date	Now paragraph 5.28 Amended wording 'For example, when a customer arranges an appointment and subsequently cancels it' after 'The End Date must always be recorded in PRaP even if the Assessment has not been delivered.'
Page 26 Paragraph 6.13	Market Share Shift (MSS)	Amended wording 'Before being considered for an increase in market share, if a Merlin Standard Accreditation has been completed, the provider must have achieved a rating of "excellent", "good" or "satisfactory in the most recent assessment.'
Page 29	Annexes	Annex D: assessment contracts management information has been revised to Excel version.
MI Sheet	Line 13	Amended "in" to "within"

#### **Further information 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.