

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Section 09 – Development Planning and Leaver Reports

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>

9.1. This section covers:	
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Development Plans

- 9.2. A key element of Work Choice is the Development Plan, which must reflect the participant's aspirations and job goals and include all support mechanisms agreed.
- 9.3. Work Choice is an individualised customer-focussed programme and the service and the extent of the support you give should reflect your individual participants' circumstances and their needs.
- 9.4. All participants in Work Choice must have an agreed Development Plan that is reviewed regularly and revised, if required, to reflect the needs of the participant. Development Plans should be reviewed as required, but as a minimum on a quarterly basis. You must monitor progress against that which is agreed in the Development Plan and be able to demonstrate Distance Travelled. (See [Section 10](#) of this guidance).
- 9.5. The Development Plan must be completed and agreed with the participant and, if applicable, their employer. It must be signed and dated by all parties and you must ensure that all participants in your programme have a copy of their current Development Plan. You must ensure that all Development Plans and Leaver Reports are produced in a format which is accessible to your participant and that they can understand.
- 9.6. A Development Plan should be a 'living document' and participants must be regularly and actively involved in discussing their circumstances and the steps needed to assist their development while on the Work Choice programme. This should include how they may progress to working without support, where appropriate.

- 9.7. All significant activity must be recorded in the Development Plan e.g. rationale for extended time in Module One (up to 12 months, at your discretion) details of any Access to Work support discussed and/or agreed; purposeful activity agreed and accomplished by the participant; milestones agreed and passed; use of Distance Travelled tool etc.
- 9.8. You must ensure that accurate records are maintained for each participant of the actual hours of weekly/monthly support and participation, including how the activities relate to achieving each objective agreed. Where support is given from more than one source (e.g. sub-contractor, employer, third tier organisation or other external organisation) you must ensure that all the contributions are included and recorded weekly/monthly and evidenced in the Development Plan. Activities should be recorded separately with an indication of the time period for each. Recording should be concise and not over-descriptive but sufficient to convey what has been done.
- 9.9. In Work Choice, a programme designed for people with complex needs, it is expected that there will be evidence of addressing barriers other than disability and you should have in place, and demonstrate, a rigorous process to identify and assess the impact of a wide range of factors which may affect your participants' employability. Some examples of this might be:
- advocacy support (e.g. to seek help with debt, housing issues etc);
 - sign-posting to local initiatives;
 - advice on coping strategies for dealing with particular medical conditions;
 - supporting through significant life-changing events.
- This list is not exhaustive.
- 9.10. Progression to unsupported work should be openly and appropriately discussed with Work Choice participants in a positive way i.e. as a short-term or long-term goal. You must ensure your participants understand what is meant by progression and what steps you and your participant could take towards progressing into unsupported work. You must stress the advantages whilst ensuring participants understand the rules for returning to the programme if needed.
- 9.11. You may also need to consult and work with the participant's support network, which could include family, carers, social workers etc, provided the participant agrees to consultation. This must be recorded within the Development Plan.
- 9.12. The original Development Plan must be kept by you for Performance Manager Checks, and retained as specified in ESF Requirements – Document Retention.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/466610/pg-chapter-11.pdf

Leaver Reports

- 9.13. All participants who leave the programme must have a Leaver Report developed and agreed, whenever possible, which reflects the participant's provision history, reason for leaving and recommended next steps.
- 9.14. The type of information required on an Leaver Report must include as a minimum:
- reasons for leaving Work Choice;
 - distance travelled e.g. new learning and development accomplished, including basic skills learning and development where appropriate;
 - if the participant has exhausted Module One without securing suitable employment – a recommendation for if or when it might be appropriate for them to return to the programme;
 - recommended next steps to be taken by the participant to move closer to employment; and
 - if in employment, a note of any ongoing Access to Work support with a full description of how participant will take over liaison with Access to Work Adviser, e.g. responsibility for sending in taxi invoices, etc.
- 9.15. NB if you have negotiated Access to Work Support for your participant, you must also inform your nominated Access to Work Specialist Adviser that your Work Choice involvement has ended and you must confirm the arrangements you have agreed with the participant to maintain the relationship with Access to Work (See [Annex 6](#)).
- 9.16. The employer must also be kept informed of the implications for any ongoing Access to Work support ([see Annex 6 for full details of Access to Work](#)), however you should ensure you respect your participant's disclosure wishes in this matter.
- 9.17. As well as giving a copy to your participant, you may, with your participant's permission, send their Leaver Report to the local DEA or SRO (if the participant was introduced by an SRO) in order for them to consider the next steps for the participant, **if your participant wishes**.
- 9.18. You must retain your own copy of the Leaver Report as specified in ESF Requirements – Document Retention.
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/466610/pg-chapter-11.pdf

Supported Participant moves out of Contract Package Area

- 9.19. If the participant stays in their supported job, but moves house out of the Contract Package area, they will stay with the same Prime Provider for consistency of support.
- 9.20. If the participant moves out of the area and/or leaves their supported job they are deemed to have voluntarily left the Work Choice programme.

End of Provision

Work Choice provision ends on 31st October 2018 in Scotland and 31st March 2019 in England and Wales.

- 9.21. The objective and goal of Work Choice is independent, unsupported work. Throughout this guidance there are numerous references to the fact that the Work Choice support you give should taper, appropriately, and may be time-bound by the end of the programme. Although it may not be relevant for some participants e.g. those needing only a short period of support, this will be increasingly likely towards the end of provision.

This is a selection of those references *for example*:

- ...[you must] agree, with all parties, a development plan that includes how your in-work support will taper off over a feasible and realistic timescale
 - ...[A development plan] should include how they may progress to working without support, where appropriate.
 - ...If appropriate you should remind your participant that your support is time-bound by the closure of the Work Choice programme.
 - ...with the help of the individual and employer, [you must] put into place an agreed support plan that indicates how the support they receive will change over time
 - ...[you must] discuss with the employer how they may take on the long-term support of the individual. Prepare the employer to take on these responsibilities.
- 9.22. As Work Choice draws to a close, you **must** make it clear to each of your participants that ultimately their Work Choice support may (or will) be overtaken by the end of provision and take every possible steps to put in place, or signpost to, feasible ongoing post-Work Choice support. Steps to achieve this, as appropriate, must be recorded in every Development Plan and Leaver Report.