

# Withdrawn

**This publication is withdrawn.**

This publication is no longer current.

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## **Access to Work Provider Guidance**

### **Mental Health Support Service before August 2018**

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## **Background**

- 1.1 People with mental health conditions have the lowest employment rates of all disadvantaged groups. They are also at greater risk of falling out of work. The Access to Work Mental Health Support Service is an essential element of DWP support to Customers with a mental health condition, enabling many more people to stay in work or move to more suitable work.
- 1.2 The Mental Health Support Service is delivered through the Access to Work programme - a Jobcentre Plus grant scheme, which assists disabled people who are in paid employment, self-employed or participating in a Jobcentre Plus agreed Job/Work Trial which may have already commenced or is due to commence, by providing practical support in overcoming work related obstacles resulting from their disability.
- 1.3 It does not fund normal business running costs or general costs that every employer and employee has, but may contribute to additional employment costs resulting from disability over and above those costs considered to be reasonable adjustments.  
Access to Work cannot pay for the costs of setting up a business. For example:-
  - standard items of equipment
  - support for fact-finding
  - going on courses, seminars or similar events
- 1.4 In some cases (for example, larger employers) DWP and the employer will share the costs. An Access to Work Adviser can advise both employer and participant of details.

## **Eligibility conditions for Access to Work**

- 1.5 Access to Work is available to people who have a disability, long term health or mental health condition that is likely to last for 12 months or more.
- 1.6 To receive Access to Work help the following eligibility conditions must be satisfied. Customers must:
  - be disabled or have a health condition that impacts their ability to work
  - be 16 or over (there is no upper age limit for support as long as the employment is likely to continue)

- be in employment, whether as an employed or self-employed person but not in voluntary work
- be earning at least the National Living Wage or National Minimum Wage rate for each hour that they work (there is no minimum number of hours to be worked and the total amount of any wage is immaterial to eligibility).
  - National Living Wage is applicable to those aged 25 or over (but not in the first year of an apprenticeship)
  - National Minimum Wage is applicable to those aged under 25

However, people serving apprenticeships are eligible for Access to Work support as they receive a wage and have a contract of employment. National Living Wage / National Minimum Wage rates do not apply to people on apprenticeships.

- be in need of help at a job interview with an employer or
- be about to start employment or
- be about to start a Job/Work Trial (Jobcentre Plus organised or individually established where there is a reasonable prospect of employment after the trial); or
- not be in receipt of Employment and Support Allowance (ESA) and/or NI credits only (or will cease to claim whilst in work) unless the Customer is about to start a JCP agreed Work Trial; on Permitted Work Higher Level; Permitted Work (PCA exempt) or Supported Permitted Work.
- be resident in Great Britain, excluding Northern Ireland, the Isle of Man and the Channel Islands, with a job based in Great Britain, help can, however, be used to cover Customer's visits overseas for work purposes
- support is also available for opportunities that will help disabled people get ready for employment such as Traineeships, Sector-based Work Academies and Supported Internships

The scope of this procurement is limited to:

- Provision of appropriate **work related** support to maintain sustainable employment, by a suitably qualified professional, to customers for a maximum period of 6 months from the date of referral, as specified by the Authority;
  - Provision of employer education, as specified by the Authority;
  - Provision of a specified Support Plan and Exit Report, within the timescales specified by the Authority and
  - Provision of relevant Management Information, as specified by the Authority.
  - Signposting customers to other appropriate elements of the Access to Work Programme.
  - Signposting customers to other appropriate external support provision
- N.B: The Access to Work Mental Health Support Service is not available to participants on Work Choice, Work Programme or Specialist**

**Employability Support Provision. It is the responsibility of the Work Choice, Work Programme or Specialist Employability Support Provider to source and fund all appropriate mental health support for participants who require it whilst on these programmes.**

## **Types of Support**

- 1.7 Access to Work provides practical advice and support to disabled people and their employers to help overcome work related obstacles resulting from disability. It can also provide a grant towards additional support relating to their disability that the person would need to do their job.
- 1.8 It can help in a number of ways. For example, it can help pay for:
- special aids or equipment to enable a disabled person to do their job
  - adaptations to equipment to make it accessible
  - adaptations to buildings to make them accessible over and above what is required by law
  - the additional costs of travel to work for people who are unable to use public transport because of their disability or health condition
  - support services for Customers with a mental health condition
  - a support worker in the workplace, such as:
    - a reader for a visually impaired person
    - an interpreter for someone with hearing difficulties
- 1.9 Detailed background and further information is available on request from your Performance Manager

## **How to refer a Customer to Access to Work**

- 1.10 Access to Work is delivered through Advisers. Access to Work advisers can offer advice to Customers and employers.
- 1.11 Customers should apply for Access to Work support online at the Access to Work section of [GOV.UK](https://www.gov.uk) website.
- 1.12 Alternatively, Customers can contact the Access to Work Service Centre on 0345 2688 489 (Textphone 0345 6088 753) to make their application. Lines are open 8am to 6pm Monday to Friday [Access to Work](https://www.access-to-work.gov.uk)  
[osu.london@dwp.gsi.gov.uk](mailto:osu.london@dwp.gsi.gov.uk)
- 1.13 Customers should contact the Service Centre themselves. Therefore, if a Customer appears eligible for Access to Work, you should explain to them

that they should contact Access to Work and provide them with the relevant telephone number.

1.14 The Service Centre will:

- check their eligibility
- take their application and pass it to an Access to Work Adviser who will work closely with the Customer and can draw on the expertise of independent specialist assessors to identify appropriate solutions to their needs, working with the Customer and their employer to agree a package of help

1.15 Customers can also contact the Provider directly to request support.

1.16 Within 24 hours:

- the Provider will gather personal and eligibility details on an electronic referral form and undertake a basic eligibility test
- if the Customer passes the eligibility test, the Provider will send the electronic referral form the Access to Work inbox
- on receipt of the electronic referral form the Access to Work Adviser will undertake a full eligibility test

1.17 Within 2 days:

- if there are any queries regarding the referral, the Access to Work Adviser will refer the case back to the Provider

1.18 Within a further 24 hours:

- the Provider will then contact the Customer to provide further information/clarification
- the Provider will then notify the Access to Work Adviser of the outcome
- if the Customer is eligible, the Access to Work Adviser will deliver the decision to the Customer and notify the Provider. The Customer will start to receive support.
- if the Customer is not eligible the Access to Work Adviser notifies the Provider with the unique reference number (URN), region and named contact. The Provider will then have a further working day to advise the Customer of the decision and refer to Vocational Rehabilitation Consultants to support.

## **Mental Health Referral Contracts**

- 1.19 The contract period for the mental health support service contracts began on 5 December 2011. It was extended for 2 years in 2014 and for an additional year in 2016 so will run until 4 December 2017.
- 1.20 4 December 2017 is the last referral date; therefore Customers may be supported up to and including 30 June 2018 with the final invoice for the service being submitted in July 2018.

## **Initial Engagement and Customer Contact**

- 1.21 You are required to:
- provide a Customer help desk facility from 08.30 to 17.00 Monday to Friday
  - record all referrals and assess, prioritise and action them in an efficient, Customer focussed and cost effective manner
  - provide a flexible support service that is tailored to meet the individual needs of each Customer, between Monday and Friday from 07:00 to 19:00
  - ensure all enquiries from the Customer are recorded, assessed, prioritised and actioned in an efficient, Customer focussed and cost effective manner
  - contact the Customer within 24 hours of the Mental Health Support Service Referral form ([Annex A](#)) being received from the Access to Work Adviser to initiate the mental health support
  - if you receive a request which you consider to be potentially outside your remit or that you have received an inappropriate referral, you should refer to your Single Point Of Contact (SPOC) - the Access to Work Contract Liaison Point. In the absence of the SPOC you can contact the Access to Work Business Manager to determine the appropriate action to take

## **Provision of Mental Health Support Services**

- 1.22 A suitably qualified professional will:
- meet with the Customer face to face
  - provide appropriate work-related support to maintain sustainable employment to Customers for a maximum period of 6 months from the date of referral (please see notes 1.23 to 1.29 below)
  - undertake the agreed support at a place which is convenient to the Customer ensuring there is adequate privacy of setting to ensure confidentiality
  - demonstrate a sound understanding of mental health issues, the mental health support service and all relevant factors that impact on the Customer's work place barriers in order to address these barriers
  - provide employer and/or Customer education as appropriate

- provide a specified Mental Health Support Service Support Plan ([Annex B](#)) and Exit Report ([Annex D](#)) to inform the Access to Work Advisers of the support that is being provided and recommend any future support which may be required
- complete the Mental Health Support Service Support Plan to the specified standard ensuring it is to the specified standard and return it electronically encrypted to the email address as specified within 1 calendar month of the referral date
- ensure the plan is:
  - legible and in plain language
  - logically sequenced
  - clear and informative
  - checked for grammar, spelling and punctuation
  - well-presented
  - in point 12 Arial font (unless you need to make alternative requirements due to Customer disability)
  - complete
  - fully detailed and consistent (please note it will be seen by the Customer and/or their employer)

[Annex C](#) provides an example of a good Support Plan for reference.

- complete the specified Mental Health Support Service Exit Plan and return it electronically encrypted to the email address as specified within 10 working days of the end of the 6 month support period. (If the Customer ceases to be employed during the 6 months the work related support terminates immediately and therefore an Exit Report is generated)
- signpost Customers to other appropriate elements of the Access to Work Programme that may be more suitable
- signpost Customers to other appropriate external support provision that may be more suitable

NB: Therapeutic counselling or medical interventions are not required to be delivered as part of the Mental Health Support Service contract. Any support of this nature, for example, therapy or counselling, cannot be funded by Access to Work.

- 1.23 The period of support will be available to the Customer for 6 months from the date of referral.
- 1.24 If the Customer leaves their job, becomes long term sick or no longer wants or needs the support within the 6 month period, you are to notify the Access to Work Adviser immediately.



- 1.25 You may complete an exit report but you should not submit it to the Access to Work Adviser until the end of the 6 month period.
- 1.26 If a Customer returns to work or starts a new job during the 6 month period they will be referred back to you so they can continue to receive support.
- 1.27 At the end of the 6 month period you will submit an exit report and a request for a retention payment if the Customer is in work.
- 1.28 It will be at the discretion of the Access to Work Adviser to determine if a new referral to you is required if a Customer wanted to access the service again within 6 months of finishing their first period of support.
- 1.29 Re-referrals can be allowed in exceptional circumstances:**
- Depending on Customers' disabilities and how they are able to cope after first support is provided, they may need an extension to the initial support and in such circumstances a second referral may be appropriate
  - If the Customers' Line Manager changes the way the Customer is required to work.
  - If the Customers' job role has changed
  - If the Customers' job role remains the same but their tasks have changed
  - If the Customer develops another Mental Health Condition
  - When a Customer has an accident or illness and needs to change the way they work

If the Customer changes jobs but has almost / fully completed the 6 months of support from the Mental Health Support Service it is permitted to have another period of support.

A change in role or employer can affect the condition. Techniques and strategies may need tailoring differently to control and support the Customer in the transition / new role / job for that initial period.

## **Scheduling an Appointment**

- 1.30 Key to scheduling an appointment with the Customer is to ensure that it takes place as quickly as possible.
- 1.31 Ideally we expect you to:
- contact the Customer within 24 hours of referral to schedule the assessment
  - make at least 3 attempts within the first 3 days to contact the Customer to schedule the assessment

- try to ensure that the attempts to contact the Customer are made at different times of the day to avoid conflicting with regular scheduled commitments the Customer may have (eg: school run)
- use a variety of media - eg:- mobile phone, landline, e-mail, whichever is most appropriate and available to the Customer
- record all information regarding attempted Customer contact
- if you are unable to contact the Customer after you have made 3 attempts, you should inform the Access to Work team referring Adviser detailing the dates and means used to attempt to contact the Customer
- continue to try and contact the Customer and when contact is made and the appointment is rearranged, you should inform the Access to Work team referring Adviser
- once the appointment has taken place, you should complete and send the Mental Health Support Service Support Plan as normal within one calendar month of the referral as specified at paragraph 1.22 above

## **Cancellation of an Appointment**

### **Cancellation by the Customer**

- 1.32 Where a Customer cancels an appointment it is important that you act quickly as delays could impact on the achievement of the 10 day target.
- 1.33 This refers to when a Customer cancels a scheduled appointment or did not wish the appointment to take place at all.

#### **Actions:**

- 1.34 in the event of a cancellation by the Customer you should reschedule a new appointment
- 1.35 However, you should refer back to the Access to Work referring Adviser for advice if:
- the Customer is not available within 10 days from the original referral
  - the Customer does not want the assessment to take place at all
  - the Customer is not sure when they will be available
  - you are unable to contact the Customer within 10 days from the original referral and the Customer has not contacted you

### **Cancellation by the Provider**

- 1.36 This refers to when you cancel a scheduled appointment or were not able to carry out the assessment at all.

**Actions:**

- you should make every attempt to conduct the assessment as arranged but if you are unable to carry out the assessment for any reason, contact the Access to Work Adviser for advice
- please provide the reasons for cancellation of the appointment
- it is not acceptable to return referrals due to assessor availability
- if you cancel the appointment, make a new appointment and let the Access to Work referring Adviser know. It would be helpful to provide information on why the appointment was cancelled

1.37 [Annex F](#) details the Customer Journey

**Additional Needs**

- you should, wherever possible, comply with (and provide at your own cost) any reasonable requests to accommodate Customers who have additional needs.
- additional needs include, but are not limited to, the requirements of the Customer for the assessment to be undertaken by an assigned Vocational Rehabilitation Consultant of the same gender or the Customer's need for an interpreter or BSL signer during the assessment process.

**Marketing**

1.38 You should not directly market your services to either the individuals you have assessed under the contract or their employer

**Communications**

1.39 You should establish and maintain robust communication channels with all your delivery partners to ensure prompt and accurate transmission of information.

1.40 It is your role to keep the Access to Work team and Performance Manager up to date with any issues/developments and ensure that all stakeholders have the information they need.

**Quality**

1.41 We are keen to ensure that the quality of Access to Work provision is second to none and consider this to be a shared responsibility.

- 1.42 You are responsible for ensuring that Customers and their employers have access to suitable and high quality support in a way that provides a good service and an excellent Customer experience. For Access to Work to offer the most effective support possible to Customers, a number of key features are integral to delivery. We expect you to:
- focus strongly on speed and accuracy
  - demonstrate a sound understanding of the breadth of disability issues which may be experienced by Access to Work Customers and the appropriate support options available to address the Customers work place barriers to meet the Customers minimum needs
  - build strong links with key partner organisations
- 1.43 The Mental Health Support Service Support Plan at [Annex B](#) and the Exit Report at [Annex D](#) is required to enable Vocational Rehabilitation Consultants determine the best possible solution for the Customer.
- 1.44 It is important that the Support Plans are of good quality and the Access to Work team will define whether Support Plans are 'to the specified standard' based on the criteria below.
- 1.45 A Support Plan may be deemed not to the specified standard and therefore rejected if:
- incorrect information is reported
  - there is not full justification for the support recommended
  - there is no explanation of how recommendations will overcome the Customer's difficulties
  - it is evident that the Vocational Rehabilitation Consultant has been influenced by Customer preference and has not considered the minimum requirements
  - there is missing information
  - it contains personal/confidential information reported to the Vocational Rehabilitation Consultant that the Customer did not want disclosing on the Support Plan. (Vocational Rehabilitation Consultants should ensure that they advise the Customer that they will report anything they tell them unless otherwise stated). If the Vocational Rehabilitation Consultant wants to make the Access to Work Adviser aware of any issues, a separate document can be added for the Adviser's eyes only
  - the barriers are not fully explained
  - the Support Plan contains no Job Analysis
- 1.46 Please note this is not an exhaustive list.

- 1.47 You will be notified whether the Support Plan has been accepted or rejected by e-mail. Wherever possible, this will be within 5 working days of the receipt of the Support Plan.
- 1.48 If the Access to Work team decide that a Support Plan is not to the specified standard you will be notified of the reason and you will be required to rewrite and resubmit the Support Plan within 2 working days of its return.
- 1.49 The standard notification stencil which will be used to notify you whether a Support Plan has been accepted or rejected can be found at [Annex E](#).
- 1.50 If you are concerned about Support Plans that have been returned for rework, you should refer to your SPOC - the Access to Work Contract Liaison Point. In the absence of the SPOC you can contact the Access to Work Business Manager to determine the appropriate action to take.
- 1.51 The Access to Work team will monitor the quality of Support Plans and the number returned to the Provider as unacceptable on a monthly basis.
- 1.52 This information will be discussed formally as part of regular performance reviews led by your Performance Manager. Where appropriate, remedial measures, including a Performance Improvement Plan, will be agreed to address areas requiring improvement.

## **Vocational Rehabilitation Consultants**

- 1.53 You should ensure all your Vocational Rehabilitation Consultants conform to the standards set out in your Specification at section 6.3.1 and that they continually update their skills in line with professional requirements to ensure they have the necessary experience required to deliver the contract.
- 1.54 All changes in personnel and/or organisational structures/responsibilities must be notified in advance to your Performance Manager. If these changes are approved, a contract variation will be issued. It is your responsibility to ensure that all replacement personnel are of at least equivalent experience/skills to the former post holder, in line with your contract.
- 1.55 If a Vocational Rehabilitation Consultant's Support Plans are consistently not to the specified standard or if the Access to Work team have concerns regarding the service provided (including but not limited to the number of complaints received) your Performance Manager will work with you to implement a Performance Improvement Plan for the Vocational Rehabilitation Consultant.
- 1.56 If improvement to the required level is not achieved in line with the Performance Improvement Plan, the Vocational Rehabilitation Consultant will be removed from the list of approved personnel.

## **Payment for Services**

- 1.57 You will be paid a flat fee for the specified support which will be paid in 3 instalments.
- 1.58 The initial payment of 50% of the fee is paid on acceptance of the Mental Health Support Service Support Plan by the Access to Work Adviser.
- 1.59 Any rework when the Mental Health Support Service Support Plan is deemed unsatisfactory by the Access to Work Adviser will be at your own cost.
- 1.60 The final payment has 2 elements:
- 25% of the fee is paid on acceptance of the Mental Health Support Service Exit Report
  - the remaining 25% is paid providing the Customer is in employment once the 6 month work related support ceases
- 1.61 These payments will be paid (if applicable) following checks undertaken by the Access to Work Adviser at the end of the 6 month support period on receipt of a monthly invoice that contains a list of the Customers URN where

the specified Mental Health Support Service Exit Report has been deemed to the specified standard.

1.62 The standard notification stencil which will be used to notify you whether an Exit Report has been accepted or rejected can be found at [Annex E](#).

- submit a claim for payment on the last working day of each month via PGP encrypted e-mail
- send it to the PGP Designated Officers:

Charles Baily (Payments Team Member)  
Tel: 0208 426 3083  
e-mail: [charles.baily@dwp.gsi.gov.uk](mailto:charles.baily@dwp.gsi.gov.uk)

Bhasker Gaglani (Payments Team Member)  
Tel: 0208 426 3850  
e-mail: [bhasker.gaglani@dwp.gsi.gov.uk](mailto:bhasker.gaglani@dwp.gsi.gov.uk)

Janu Vijayanathan (Payments Team Manager)  
Tel: 0208 426 3226  
e-mail: [janarthani.vijayanathan@dwp.gsi.gov.uk](mailto:janarthani.vijayanathan@dwp.gsi.gov.uk)

- ensure you have completed all Customers' unique reference numbers (URN) being charged. (the URN is assigned by the Access to Work team on the Needs Assessment Referral form)

1.63 A copy of the Mental Health Support Services claim form can be found at [Annex G](#).

## **Management Information (MI)**

### **Monthly MI**

1.64 You should submit your monthly MI by the 3rd working day of each month to your Performance Manager to enable monthly discussions as detailed at 1.70. Please also copy to the Access to Work Contract Liaison Point and the Access to Work Business Manager. Please see [Annex H](#) for the Monthly MI template.

## **Quarterly MI**

- 1.65 You should submit your quarterly MI reports by the 3rd working day of the next quarter to your Performance Manager. Please also copy to the Access to Work Contract Liaison Point and the Access to Work Business Manager. Please see [Annex I](#) for the Quarterly MI template.

## **Yearly MI**

- 1.66 You should submit your yearly MI by the 3rd working day of the next year to your Performance Manager.
- 1.67 Yearly MI comprises:
- a summary report for all your delivery staff detailing all continuous professional development activities undertaken in the last 12 months and a forward look plan for the next 12 months. As a minimum the plan should include:
    - how and why the activities were selected and the supporting rationale
    - the benefits of these activities to the service you deliver

## **Ad-hoc MI requests**

- 1.68 Occasionally you may be asked to provide other statistical data that is relative to the services you deliver. In these circumstances you should make available for inspection all such records and work counts as requested within 10 working days.
- 1.69 You shall allow DWP access to all MI throughout the life of your contract and maintain all data as specified in your contract

## **Performance Management**

- 1.70 You will have monthly discussions with your Performance Manager to review performance In Month and trends achieved against contractual requirements.
- 1.71 You will have formal quarterly Contract Performance Reviews with your Performance Manager and Access to Work SPOC.
- 1.72 You will update your Performance Manager immediately on any changes to information, data, progress, processes, procedures and issues relating to this service.



- 1.73 Performance Improvement Plans will be used to monitor and support continuous improvement and monitor agreed performance improvement actions.

### **Enquiries and Complaints**

- 1.74 You must have an appropriate and effective complaints process across your whole supply chain to resolve Customers' complaints. You must explain your complaints process to the participant in your first contact with them.
- 1.75 You should refer to the [Complaint Resolution Core Briefing Pack](#) for Providers and the [DWP Customer Charter](#) when reviewing your processes. Where a participant is unhappy about the service they receive from you and raises a complaint you should ensure that you follow each step of your detailed process robustly in order to bring the complaint to a satisfactory conclusion.
- 1.76 After following all steps in your process you must include in your final response to the participant a standard text which signposts the Customer to contact ICE should they wish to pursue their complaint. The text can be found in [Annex J](#) of this Provider Guidance.
- 1.77 ICE will mediate between you and the participant to broker a resolution. If a resolution cannot be agreed between either party, ICE will ask to see the evidence. You must provide all the papers which relate to the complaint. ICE will again attempt mediation between you and the participant (known as a 'settlement' if the evidence is needed to broker an agreement). If this cannot be achieved, ICE will undertake a full investigation of the complaint.
- 1.78 Further information on complaints procedures can be found in your contract and in [Chapter 2 of the Generic Guidance for DWP Providers - Delivering DWP Provision](#)

### **Issues Management**

#### **Actions:**

- 1.79 Where you identify problems relating to any aspects of the services you deliver, you should resolve such problems in an appropriate manner.
- 1.80 You should report any proposed changes to the way in which your services are accessed or suggestions for improving the efficiency of the Services provided to your Performance Manager in writing. Their approval is required prior to implementation.

## **Document Security**

- 1.81 Please refer to [Chapter 8 of the Generic Guidance for DWP Providers - Information Security](#)

## **Document Retention**

- 1.82 You should keep and maintain documentation until 6 years after the end of the contract period, or as long as may be agreed, full and accurate records of the contract including the services supplied under it, all expenditure reimbursed by the Department and all payments made by the Department.
- 1.83 In respect of all individual completed documents and personal notes these can be retained for up to six months after the exit report payment. At this point they should be securely destroyed and disposed of.

## **Annex A - Access to Work Mental Health Support Service Referral**

**Name:**

**URN 100**

**Date of birth:**

**Address (home):**

**Phone Numbers:**

**Email Address:**

**Employer and size/type and sector:**

**Work address:**

**Line Manager name:**

**Line Manager phone no:**

**Line Manager email address:**

**Job title and if full/part time:**

**Hours worked:**

**Mental Health Conditions:**

- **What are the specific conditions:**
  
- **What are the effects of the condition at work:**

- **Any relevant information regarding employer support around mental health / relationship with employer:**
  
- **Any other support being provided elsewhere around mental health:**
  
- **Any useful background information regarding work situation:**

**Any other contacts either work or health related (OH, CPN, carer):**

**Any other health conditions:**

**Any consideration regarding availability for first meeting:**

**Access to Work Adviser Name:**

**Access to Work Adviser Email:  
Adviser Tel No:**

**Access to Work**

**Date of referral:**

## **Annex B - Access to Work Mental Health Support Service Support Plan**

**Customer Name**

**Customer URN**

For security purposes only include the Customer name and URN number as the method of identification.

**Attending work at the moment Y/N (delete)**

**Mental Health condition**

(What is the condition and when was it diagnosed?)

**How is the condition affecting the Customer?**

How is their condition impacting on their ability to carry out the full range of duties/work tasks? What the key issues /difficulties which need to be addressed to assist their ability to carry out their work

**Other health issues or disabilities**

How do these, if at all, impact on their ability to carry out their full range of work tasks/activities?

**Has the Customer accessed their employee assistance programme?**

Yes, and attending counselling sessions

No, due to not requiring therapeutic input

No, as workplace does not have one

**What other support is the Customer receiving from their employer?**

**Provide an outline of the agreed support and provisional timescales including any key milestones**

**Customer Signature**

**Date**

**Support Provider Signature**

**Date**

## **Annex C - Access to Work Mental Health Support Service Support Plan**

**Customer Name:**  
**Customer URN:**

**Attending work at the moment: Y**

Please note: this document has been prepared based on the Customer's account of their circumstances, unless otherwise stated

### **Mental Health condition:**

xxx has Bipolar type 2 disorder. xxx advised that she was diagnosed 28 years ago whilst at University.

xxx reported that she manages her condition well and has an episode approximately every 2 years, the trigger is usually environmental, either through stress at work or issues at home.

xxx takes medication for her condition. This has recently been changed and there have been negative effects because of this. This is being monitored closely by her Psychiatrist at the present time.

### **How is the condition affecting the Customer?**

Description of job role:

Xxx is employed as NN, S C at XXXXXX General Hospital.

Her main duties are:

- Corporately responsible for safeguarding children throughout the whole hospital
- Daily support to two Safeguarding nurse Advisers relating to complex cases
- Representing the hospital with the local Safeguarding children' board
- Representing the hospital with the strategic health authority
- Supervision of child protection cases as they occur
- Attends strategy meetings and case conferences for complex families
- Production of Board reports
- Project management
- Chairs meetings - 5 on a regular monthly basis
- Offer advice relating to risk management and safeguarding issues
- Leads on serious case reviews

- Delivers training to 4,500 people per year, equating to approximately 2 sessions per week, both locally and regionally

Impact of condition on ability to carry out job role / key issues which need to be addressed:

- Feeling of isolation within the workplace. xxx advised that there is no internal support network for employees with mental health conditions. The possibility of a buddy/mentor has been investigated. xxx stated that in principal this would be a positive intervention, but understands that the individual would need an understanding of Bipolar and someone who she could trust and build rapport.
- Lack of understanding of mental health condition from management and peers. xxx reported that her employers have a limited understating of Bipolar and how this affects her at work. This has led to a lack of confidence and self-esteem, resulting in anxiety in the workplace. This has recently led to a bout of depression causing xxx to take time off from work.
- Oversensitivity in the workplace. Xxx advised that she takes things personally and worries sometimes unnecessarily at work. During hypomanic periods xxx overworks and this has a negative effect on her work/life balance.

#### **Other health issues or disabilities**

Health conditions / disabilities:

xxx advised that she believes that she has Dyslexia, but has not had a formal diagnosis due to financial constraints.

Impact on job role:

xxx uses her own coping strategies in the workplace to overcome this.

#### **Has the Customer accessed their employee assistance programme? What other support is the Customer receiving from their employer?**

Employer support:

xxx has accessed the Occupational Health Service through her employer A report was produced on 13 February 2012 and the following reasonable adjustments were recommended:

- Time off for relevant medical appointments
- Benefit from admin support 10-15 hours per week
- Flexibility of working hours
- Working from home to be considered
- Mentor for approximately 6 months

Further support related to mental health:

xxx is seen by a Psychiatrist, Dr V every 2/3 months face to face and ad hoc telephone support when needed. CBT has been recommended and a referral will be discussed at xxx next session on 20th March.

**Provide an outline of the agreed support and provisional timescales including any key milestones:**

- Discussion with Employer to support with identification and engagement of suitable buddy/mentor to improve xxx self esteem, confidence and reduce anxiety. VRC to contact employer to discuss further. By end April 2012.
- Employer engagement to improve understanding of xxx mental health condition and the negative impact that it has on her in the workplace. VRC to contact employer to discuss further. Timescale to be discussed with xxx by end April 2012.
- Identification and development of workplace coping strategies to improve confidence and self belief in own capabilities. VRC to provide suggested workplace strategies for xxx to review (by end April 2012)
- Review phone call in 2 weeks to ensure interventions are progressed and any further support needs are identified. (30/3/12)

**Customer Signature**

**Date**

**Support Provider Signature**

**Date**



## **Annex D - Access to Work Mental Health Support Service Exit Report**

**Customer Name:**

**Customer URN:**

**Date support started:**

**Date support finished:**

*(Duration should be a maximum of 6 months)*

**Date last worked with Customer:**

*(If different to end date above)*

**Outline the support accessed/provided during the support period:**

**Progress against recommendations:**

**Recommendation 1 progress:**

*To include progress achieved in relation to recommendation. If recommendation was not progressed this should be explained.*

**Recommendation 1 next steps / further recommendations:**

*To include further steps required in relation to this recommendation to ensure future wellbeing and productivity at work (or maintenance of this), e.g. ongoing use of coping strategies, reference to wellbeing at work plan, any arrangement made with / recommended to employer to provide support going forward. Rationale to be explained.*

**Recommendation 2 progress:**

**Recommendation 2 next steps / further recommendations:**

*(to be completed for all recommendations made during support period)*

**Measures of wellbeing at work, self-esteem and productivity**

*To include all scores obtained (where relevant) and comments on these.*

**Performance and sustainability**

*Overall comment on the individual's current circumstances in terms of performance and wellbeing in their role as well as longer term sustainability and to make any further recommendations or next steps not covered above (i.e. further referral to MHSS and rationale behind this). Any comments / information from managers / other parties to be included.*

**Outcome (tick as appropriate)**

|   |  |
|---|--|
| <b>Customer remains in same job</b>                           |  |
| <b>Customer remains in work but changed job same employer</b> |  |
| <b>Customer found another job with a different employer</b>   |  |
| <b>Customer is no longer in work</b>                          |  |

**Customer Signature**

**Date**

**Support Provider Signature**

**Date**

## **Annex E - Mental Health Support Service Standard Email Format and Content**

### **SUPPORT PLAN**

#### **Email heading:**

**Standard email – SUPPORT PLAN ACCEPTED**

#### **Text body:**

Thank you for Support Plan reference (insert URN).

I confirm that **no changes are required** to be made to the Support Plan. Please implement the plan and report any subsequent changes of circumstances or updates to the plan in the support period.

Adviser Name and Email Signature

.....

#### **Email heading:**

**Standard email – SUPPORT PLAN REJECTED – REQUIRES RE-WORK**

#### **Text body:**

Thank you for Support Plan reference (insert URN).

I request re-work of the Support Plan due to the following issues:

(Provide details)

Please submit a revised Support Plan within 2 working days for approval.

Adviser Name and Email Signature

# Mental Health Support Service Standard Email Format and Content

## EXIT REPORT

### Email heading:

**Standard email – EXIT REPORT ACCEPTED – RECORDS FOR DESTRUCTION**

### Text body:

Thank you for Exit Report reference (insert URN).

I confirm that **no changes are required** to be made to the Exit Report

Adviser Name and Email Signature

.....

### Email heading:

**Standard email – EXIT REPORT REJECTED – REQUIRES RE-WORK**

### Text body:

Thank you for Exit Report reference (insert URN).

I request re-work of the report due to the following issues:

(Provide details)

**Please retain records for re-work** and submit a revised Exit Report within 2 working days for approval.

Adviser Name and Email Signature

## Annex F - Mental Health Customer Journey

### Either: Customer contacts the Provider

1. The Customer contacts the Provider who provides information and answers general questions

An e-form is completed and an eligibility check is performed.

If the Customer fails the eligibility check, the Access to Work process stops

2. The Customer signs the form which is sent to DWP Access to Work Hidden Impairments Team

### Or: The Customer contacts the Access to Work Service Centre

1. Customer contacts Access to Work Service Centre and advises of mental health requirement. The Service Centre will arrange for an Access to Work Adviser to contact the Customer by telephone.

### Then

2. The Access to Work Adviser **undertakes a full Access to Work eligibility check**, completes a referral form and sends to the Provider using encrypted email.

**If the check is failed, the Customer and Provider are informed of the decision and the Access to Work process stops**

3. The Provider makes contact with the Customer
4. The Customer is seen and the Provider produces a support plan and provides on-going support
5. The support plan is sent to the Access to Work Adviser using encrypted email
6. The Access to Work Adviser confirms receipt of report

**Is the report to the specified standard?**

**If yes: proceed to step 8** or return to the Provider for re-work

7. The Provider undertakes re-work (**return to step 4** on completion of re-work)
8. The Provider invokes the agreed Support Plan with Customer reviewing requirements
9. Any changes or updates to the support plan should be sent to the Access to Work Adviser on the last working day of each month during the six month period.
10. After 6 months the Provider completes an exit report
11. The exit report is sent to the Access to Work Adviser by encrypted email

12. The Access to Work Adviser confirms receipt of exit report.

**Is the report to the specified standard?**

If yes **proceed to step 14** or return to the Provider for re-work

13. The Provider undertakes re-work (**return to step 10 on completion of re-work**)

14. The Provider adds a unique reference number onto the monthly invoice to the Access to Work Designated Officer including whether Customer is in employment or not in preparation for submission on the last working day of each month. All Customers' records shall be retained with only the URN

15. On receipt of the monthly invoice, the Access to Work Designated Officer releases payments following checks

**Annex G – Mental Health Claim Form**  
[Mental Health Claim Form](#) (40KB)

## **Annex H – Monthly Management Information Template**

[Monthly Management Information Template](#) (84KB)



**Annex I - Quarterly Management Information Template**  
**Quarterly Management Information for the Mental Health Support Service**  
**(MHSS): All regions combined**

**1. Referral rates**

**2. Performance against Service Level Agreements (SLAs)**

| <b>SLA</b>   | <b>Target</b> | <b>Performance against target during current quarter (last quarter)</b> |
|--|---------------|---|
| Support initiated within 1 working day of referral                           | 100%          |   |
| Return of Support Plan within one calendar month of referral                 | 90%           |   |
| Confirmation of 'to the specified standard' Support Plan from ACCESS TO WORK | 99%           |   |
| Return of Exit Report within 10 days of end of support period                | 90%           |   |
| Confirmation of 'to the specified standard' Exit Report from ACCESS TO WORK  | 99%           |   |

**3. Mental Health conditions**

**4. Key Demographics**

**5. Types of interventions**

## **Annex J – Standard wording for your final response to the Customer’s complaint**

If you are not happy with this response, you can ask the Independent Case Examiner (ICE) to consider your complaint. You should contact them within six months from the date of this letter. The ICE service is provided by the Department for Work and Pensions (which includes Jobcentre Plus) and offers a free, impartial resolution service but does not consider matters of law or government policy. ICE can be contacted at:

The Independent Case Examiner  
PO Box 209  
BOOTLE  
L20 7WA

Phone: 0345 606 0777

Website: <https://www.gov.uk/government/organisations/independent-case-examiner>

### **Parliamentary and Health Service Ombudsman**

You can also, at any time contact an MP who may be able to send your complaint to the Parliamentary and Health Service Ombudsman

The Ombudsman normally (but not always) expects you to have exhausted both the Provider complaints process and the ICE services before she accepts a complaint for investigation.

The Ombudsman investigates complaints that government organisations have not acted properly or fairly or have provided a poor service. To find out more, please contact:

The Parliamentary and Health Service Ombudsman Millbank Tower, Millbank  
London SW1P 4QP.

Phone: 0345 015 4033

Website: <http://www.ombudsman.org.uk/>