

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Section 03 – Stage One – The Initial Provider Interview

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>

NOTE: as all referrals to the Work Choice programme have now ceased, due to upcoming programme closure, this section is largely obsolete. It is retained here for reference only.

3.1. This section covers

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Introduction

- 3.2. You must read this chapter in conjunction with DWP Generic Provider Guidance, particularly Chapter 2, Delivering DWP Provision, Chapter 5, Evidencing/Validating Payments and Chapter 7, Self Assessment, which contain a comprehensive guide to standards required from a DWP Provider e.g. Induction Standards, Quality, Health and Safety, Legal requirements, Safeguarding Vulnerable Groups etc. they are to be found via these links:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/446786/pg-chapter-2-v4.pdf and

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/260425/pg-chapter-7.pdf

Stage One – The Initial Provider Interview

- 3.3. There are two kinds of Initial provider Interview:
- a DEA-generated referral; and
 - the first contact with a customer following introduction from a Statutory Referral Organisation.

DEA - Generated Referral

- 3.4. Having established the customer's eligibility and suitability to participate in Work Choice, as described in Section 2, the DEA will make a referral to you via PRaP.
- 3.5. Within ten working days of receiving a referral from the PRaP system you must contact the customer and conduct an initial interview.
- 3.6. Occasionally, an urgent intervention will be required e.g. if an employed customer is imminently about to lose their job, for reasons of disability, and provider intervention is required immediately. In these circumstances the DEA will indicate that it is a Retention case by submitting the referral via PRaP using a separate Retention opportunity and, if necessary, telephone you to highlight the need for immediate action. Please see [Section 8](#) for full details concerning Retention cases.
- 3.7. In this initial interview you must, as a minimum:
 - provide the customer with further information on your services, and a discussion of the features and benefits of Work Choice; describe what support is available, and how suitable support can be tailored to meet individual needs;
 - ensure agreement of clear goals and aspirations;
 - conduct an employment assessment, including a discussion of support need in work and work history;
 - agree and assign the customer to the most appropriate module and discuss what means for the customer.
 - entry to Work Choice will always be via Module One initially;
 - if the customer agrees to participate in Work Choice you may instigate your participant's Development Plan. This must adhere to the principles of SSMART (i.e. that is Specific, Stretching, Measurable, Achievable, Realistic and Time bound) and initiate a Distance Travelled plan;

Please note: guidance on how to design and produce an acceptable Development Plan is to be found in [Section 9](#) of this guidance and is supplemented by Part 2 of DWP Generic Provider Guidance.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/446786/pg-chapter-2-v4.pdf

- clearly explain that you have a complaints process, and the first steps a participant should take if they are not content with the service they are receiving while they are with you (also see [Section 18](#) and [Complaint Resolution Core Briefing Pack](#);
- explain what support you will give to your participant with any travel and childcare costs (this will vary from Provider to Provider - consult your contract for details.);

- if they are a JCP customer, remind them that they remain subject to any mandatory requirement or benefit compliance regime; NOTE: if your participant is unsure (or appears distressed) about their benefit entitlement position you must refer them to Jobcentre Plus for clarification of their entitlement and, if necessary, advice about appeals procedures.
- start the customer on Work Choice within ten working days of the initial interview, and sooner if an urgent Retention case - see [Section 8](#).

NB. You must record a formal start on the Work Choice programme at the point when the customer agrees to become a participant in Work Choice. You should be clear that your obligations as your participant's Work Choice Provider begin on the start date you input into PRaP.

- obtain your participant's written consent to share their information for the purpose of claiming payment for job outcomes. For this you must use the consent form which is to be found in [Annex 2](#) of this Guidance;
 - to comply with Data Protection legislation you should also ensure that a declaration is included in your participant's induction pack which, when completed by the participant, gives authority for you and your sub-contractors to contact third parties (including employers), appropriately and proportionately, to request the passage of information about the customer. The declaration should be completed and signed by the participant and kept on file.
 - You are required remind all individuals who agree to participate in Work Choice of the EU and ESF support they receive. You need to have evidence to support this for audit requirements and, to assist you, the DWP has produced leaflet DWPF06 to explain this funding. You should consult [Chapter 11](#) of the DWP Generic Provider Guidance for further details.
- 3.8. You may only decline to accept onto Work Choice a customer who has been referred by a DEA if your provision is full. If your programme reaches capacity, and the programme is deemed 'full', you must notify your Performance Manager who will work with providers and JCP at local level to resolve the issue. Waiting lists must not be kept.
- 3.9. Should the customer fail to attend, as and when invited, you must make reasonable attempts to contact the customer, by letter and/or telephone, to rearrange the appointment, commensurate with the voluntary nature of the programme. If unsuccessful, you must access PRaP through Government Gateway and input the reason i.e. Did not attend/ Did not start / No Contact. Please consult your on-line PRaP guidance for all PRaP processes.

NOTE: Work Choice is a voluntary programme and therefore no claimant can be mandated to join this programme, regardless of benefit claimed. However, whilst in Module One of Work Choice, participants will continue to be subject to the conditionality associated with the benefit or allowance they may be claiming.

Statutory Referral Organisation - Generated Introduction

- 3.10. If a potential Work Choice participant is introduced to you by a Statutory Referral Organisation you are required to establish the customer's eligibility and suitability for the programme. See [Section 2](#) for eligibility and suitability criteria.
- 3.11. You should be clear that if an SRO introduces a customer who is already participating in the Work Programme, they are **not** eligible to join the Work Choice programme **concurrently**. It may not be immediately apparent to the SRO that their customer is undertaking other DWP provision and it is important that you check, in order to avoid potential frustration of contracts through ineligible starts on Work Choice
- 3.12. In this initial interview you must, as a minimum:
- provide the customer with information on your service, and a discussion of the features and benefits of Work Choice, what support is available, and how suitable support can be tailored to meet individual need;
 - ensure agreement of clear goals and aspirations;
 - conduct an employment assessment, including a discussion of support needs in work and work history;
 - check customer benefit status in order to provide advice and guidance on IB/JSA/ESA benefit regime conditionality procedures whilst on Work Choice.
 - agree and assign the customer to the most appropriate module and discuss what this means for the customer. Entry to Work Choice will be via Module One initially;
 - if the customer agrees to participate in Work Choice you may instigate your participant's Development Plan, adhering to the principles of SMART (i.e. that is Specific, Stretching, Measurable, Achievable, Realistic and Time bound) and initiate a Distance Travelled plan;

Please note: guidance on how to design and produce an acceptable Development Plan is to found in Section 9 of this guide and supplemented by [Chapter 2 of DWP Generic Provider Guidance](#).

- clearly explain that you have a complaints process, and outline the first step a participant should take if they are not content with the service they are receiving while they are with you (also see Section 18 and [DWP Providers Complaint Resolution Core Briefing Pack](#) ;

- explain what support you will give to your participant with any travel and childcare costs (this will vary from Provider to Provider - consult your contract for details.);
- if they are a JCP customer, remind them that they remain subject to any mandatory requirement or benefit compliance regime. NOTE: if your participant is unsure (or appears distressed) about their benefit entitlement position you must refer them to Jobcentre Plus for clarification of their entitlement and, if necessary, advice about appeals procedures;
- start the customer on the programme within ten working days of receiving the PRaP referral. Note: for SRO introductions, if paperwork exchange has caused delays, PRaP is capable of accepting a retrospective start date;

NB. You must record a formal start on the Work Choice programme at the point when the customer agrees to become a participant in Work Choice. You should be clear that your obligations as your participant's Work Choice Provider begin on the start date you input into PRaP. You must also notify Jobcentre Plus office as detailed in [Section 2](#) para 2.16.

- obtain your participant's written consent to share their information for the purpose of claiming payment for job outcomes. For this you must use the consent form which is to be found in [Annex 2 of this Guidance](#);
 - to comply with Data Protection legislation you should also ensure that a declaration is included in your participant's induction pack which, when completed by the participant, gives authority for you and your sub-contractors to contact third parties (including employers), appropriately and proportionately, to request the passage of information about the customer. The declaration should be completed and signed by the participant and kept on file.
 - You are required remind all individuals who agree to participate in Work Choice of the EU and ESF support they receive. You need to have evidence to support this for audit requirements and, to assist you, the DWP has produced leaflet DWPF06 to explain this funding. You should consult [Chapter 11](#) of the DWP Generic Provider Guidance for further details.
- 3.13. You may only decline to accept an eligible, suitable customer onto Work Choice if your provision is full. If your programme reaches capacity, and the programme is deemed "full", you must notify your Performance Manager who will work with providers and JCP at local level to resolve the issue. Waiting lists must not be kept.

- 3.14. Should the customer fail to attend, as and when invited, you must make reasonable attempts to contact the customer, by letter and/or telephone, to rearrange the appointment, commensurate with the voluntary nature of the programme. You should also inform the SRO who made the introduction.

NOTE: Work Choice is a voluntary programme and therefore no claimant can be mandated to join this programme, regardless of benefit claimed. However, whilst in Module One of Work Choice, participants will continue to be subject to the conditionality associated with the benefit or allowance they may be claiming.

Identity Checks

- 3.15. It is important that in any communications with customers that you verify the customer's identity, which could include asking them to state their:
- Full name:
 - Address: and
 - National Insurance number.

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