

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Work Choice Provider Guidance

Section 02 (2017) Referral – Sources and Procedures

This Section pertains to all referrals to Work Choice during the contracts' extension period in England and Wales effective from April 2017; specifically from 25th April for contracts originally awarded in 2010, and from 7th April for Remploy.

For guidance pertaining to all referrals to Work Choice made prior to this extension period please see the previous version of Work Choice Provider Guidance which has been retained on GOV.UK for reference:

<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.

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Introduction

2.1. To be eligible for Work Choice all candidates must be of working age¹, resident in England or Wales², and disabled as defined by the Equality Act 2010 http://www.equalities.gov.uk/equality_act_2010.aspx

¹ The Government increased the age to which all young people in **England** must continue in education or training, requiring them to continue until their 18th birthday from 2015.

Raising the participation age (RPA) does not mean young people must stay in school; they will be able to choose one of the following options post-16:

- full-time education, such as school, college or home education
- an apprenticeship
- part-time education or training if they are employed, self-employed or volunteering full-time (which is defined as 20 hours or more a week). Work Choice is NOT classed as a training provider in this context.

NB There is no upper age limit for participation in Work Choice.

² People currently legally living in Great Britain - UK passport holders (or eligible to hold UK passport); foreign passport holders as long as there is an endorsement in their passport allowing them to undertake paid employment – i.e. there are no employment restrictions/ prohibitions; holders of EU passports (subject to any endorsement prohibiting them from working in the UK).

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2.2. All candidates must also be suitable for the Work Choice Programme.
Suitable candidates for Work Choice:

- experience complex work-related support needs arising primarily from disability; AND
- have requirements in work which cannot immediately be overcome through workplace adjustments which are required under the Equality Act 2010 http://www.equalities.gov.uk/equality_act_2010.aspx and/or by Access to Work support; AND
- need support in work as well as help with finding work; AND
- cannot be helped through other DWP programmes*; AND
- following Module One, expect to be able to work for a minimum of 16 hours per week.

* Note: in particular the DEA will consider DWP's Specialist Employability Support programme (SES) and select the most suitable option for the customer.

2.3. Target groups for Work Choice are disabled people with complex employment support needs for whom other DWP provision is not suitable and those who are in work but under threat of losing their job as a result of their disability.

2.4. Note: Module One may be used for capacity building but is not intended as a means of capacity testing. Customers referred to Work Choice are expected to be able to work for a minimum of 16 hours per week following participation in Module One.

Referral Sources

Jobcentre Plus Disability Employment Adviser (DEA)

Note: This guidance refers to the DEA throughout, but the term should also be understood to mean DEA or Jobcentre Plus Specialist Adviser or Work Coach, interchangeably.

2.5. The customer's first point of contact for Work Choice will be either the Jobcentre Plus Disability Employment Adviser (DEA), who will establish both eligibility and the suitability of Work Choice for the customer's needs, or a Statutory Referral Organisation (see below).

2.6. It must be noted that **you will not be able to recruit directly onto your Work Choice programme.**

2.7. Providers who wish to market the Work Choice programme may do so, but any customers who respond to your marketing must be invited to contact their local Jobcentre Plus so that Work Choice eligibility and suitability can be established and the customer offered a choice of provider (where possible). Although it is likely that a customer who has been engaged by

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your marketing will select your programme, you may not request, or expect, a new referral from JCP.

Universal Credit (UC).

In Universal Credit areas the JCP Personal Adviser is known as a Work Services Coach.

Regardless of title, the candidate's eligibility and suitability for the Work Choice programme will be determined by a trained JCP Specialist Adviser, as set out in para 2.12 *et seq* below, prior to any referral to your programme.

Statutory Referral Organisations (SRO)

- 2.8. In addition to Jobcentre Plus Specialist Advisers or DEAs, a limited number of organisations may be authorised to act in partnership with you in order to directly introduce suitable disabled people to Work Choice. These will be organisations that provide a service that helps disabled people with the highest support needs, particularly those with learning disabilities and mental health conditions, consider and move into employment.
- 2.9. For the purposes of Work Choice we term an organisation so authorised a "Statutory Referral Organisation" (SRO).
- 2.10. Work Choice SROs must have been commissioned by, or have a formal contract or agreement with, an agent of a statutory body to provide this service, specifically they must act on behalf of:
- a Local Authority (e.g. Social Care Departments); or
 - the National Health Service (in Wales Local Health Boards and in Scotland Health Boards); or
 - a Local Education Authority (e.g. special needs schools).

Additionally, Armed Services Personnel Recovery Units (PRU), The Recovery Careers Services and Help for Heroes Recovery Centres are all able to act as SROs, see paras 2.34 *et seq* below for details of the circumstances in which this may be appropriate.

- 2.11. Work Choice Policy's intent, in permitting introductions from SROs, is to ensure that no disabled person, or group of disabled persons, is excluded from voluntarily accessing DWP's employment-related support. This measure is expected to be particularly helpful for people with learning disabilities and/or mental health conditions, who might not visit or contact a Jobcentre Plus office and therefore would not normally come into contact

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with JCP or DEA services. Claimants who are already fully engaged with JCP are unlikely to be acceptable as SRO introductions.

- 2.12. You are required to identify such organisations as you may find in your local Contract Package Area and invite them to become a Statutory Referral Organisation (SRO), [following the criteria and guidelines supplied in Annex 7 of this guidance](#). These organisations may also approach you, requesting consideration for SRO status.

Referral / Introductory Procedures

Referral from DEA

Suitability

- 2.13. When considering a customer for the Work Choice programme, the DEA will first ensure the eligibility criteria at para. 2.1 and the suitability criteria at 2.2 (above) are met. In doing this, DEAs will exercise their knowledge and judgement to ensure that no other, more suitable, provision is available to that customer. DEAs will consider all locally available support, including any Get Britain Working provision such as the Work Programme.
- 2.14. DEAs will also consider if the customer is in Work Choice's designated target group i.e. a disabled person with complex employment support needs.
Note: the customer's capacity to participate for any minimum number of hours per week/month will **not** form part of the DEA's decision to refer as there are no minimum hours of support/participation in Work Choice Module One.
- 2.15. DEAs will describe the type and range of support available in the Work Choice programme and advise that the Provider will tailor their support to the individual's specific disability and work-related needs.
- 2.16. The DEA will impartially offer their customer a choice of provider organisations, where choice is available.
- 2.17. Before making the referral to the customer's chosen provider, DEAs will ensure that the customer:
- understands that, whilst Work Choice is a voluntary programme, a level of commitment will be expected;
 - understands that they must aim for work of 16 hours or more per week by the end of Module One;
 - understands that, although the programme sets no minimum hours of attendance, their weekly/monthly hours of participation will reflect the development plan that will be mutually agreed at the initial, in-depth assessment meeting;

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- understands that their agreed development plan will address all barriers that are likely to impact on their capacity to return to work (not just their disability issues) and, having agreed it, they are expected to work with their provider, to the best of their ability, to carry out the plan;
- knows of no impediment which will prevent them taking up a Work Choice place within ten working days, or participating in the programme for the foreseeable future;
- affirms their wish and intention to participate in the programme.

2.18 Given that Module One of Work Choice can last for up to 12 months, the DEA is **not** required to judge if the customer is likely to be fit enough to work for 16 hours or more at the end of Module One, only that the customer understands and agrees that this will be their goal.

2.19 As stated above, the DEA will have made every reasonable effort to check that the programme is suitable and there are no reasons which will prevent the customer from participating in the programme. Therefore, normally, the DEA's decision to refer will not be open to question. You may only decline to accept onto Work Choice a customer who has been referred by a DEA if your provision is full. Please see para 3.8 *et seq*.

2.20 However, given the nature of Work Choice's target customer group, unforeseen circumstances will occasionally arise and, once a participant has joined your programme, it is for you to decide how the situation should be handled, in the best interests of your participant. Guidance on absenteeism, fluctuating health conditions and re-admittance to the programme following ill health can be found in Section 7.

2.21 Referral from the DEA will be via the Provider Referrals and Payments System (PRaP). There are four types of PRaP referrals:

- Standard New referrals to your programme;
- Standard Retention Case referrals to your programme;
- New referrals for people with Autistic Spectrum Conditions; and
- Retention referrals for people with Autistic Spectrum Conditions.

NOTE: please see paragraph 2.48, below, for further details about referrals for people with Autistic Spectrum Conditions.

Please consult your [on-line PRaP guidance](#) for details of all PRaP processes.

2.22 Upon receiving a referral from a DEA, via PRaP, you must conduct an Initial Provider Interview within ten working days. See Section 3 of this Guidance for details of the Initial Provider Interview.

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2.23 Jobcentre Plus IT Systems and Data Security constraints limit information transfer, however, if required and with the customer's informed permission, the DEA may be able to provide additional information informally e.g. by phone call, all-party case conference or verbal exchange. This is sometimes termed a "Warm Handover".

Introductions from Statutory Referral Organisation

2.24 When proposing a customer for your provision, the Statutory Referral Organisation should telephone you to introduce the customer as a potential Work Choice participant and arrange an initial provider interview.

2.25 During this introductory phone call the Statutory Referral Organisation should agree and confirm the interview date, time and venue with the customer, and you should complete form [WCSRO1](#), Part 1 (Statutory Referral Organisation details) and Part 2 (the customer's title, surname, forename and national insurance number). Form [WCSRO1](#) will be found in [Annex 2](#) of this Guidance.

2.26 Also during this phone call you are required to check that the customer the SRO wishes to introduce is not ineligible because they are already participating in the Work Programme or other incompatible DWP programme. This will ensure that customers are not inconvenienced by being introduced or started on Work Choice provision in error.

2.27 You must conduct an initial interview with each customer within ten working days of receiving the introduction.

2.28 Upon first meeting a potential participant introduced to you by a Statutory Referral Organisation, you must immediately establish their eligibility and suitability for the Work Choice programme by completing the remainder of the WCSRO1 form. (Please note: these customers are viewed as 'introduced', rather than referred, until their eligibility and suitability is confirmed).

2.29 You must establish whether the customer has already spent time on the Work Choice programme and decide whether another period on the programme is appropriate.

2.30 You must also ensure the customer is not participating in any other DWP programme. If this is the case Work Choice may not be suitable as Work Choice is not compatible with every other DWP funded programme. Please refer to [Annex 4](#) for compatibility guidance.

2.31 If the customer is eligible and suitable and your provision is not full you must accept them onto your programme.

2.32 After completion of WCSRO1 you must print a paper copy of the form to obtain the customer's signature and you must offer the customer a copy of

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the completed form. You must retain the original and send a copy of the complete form, including the consent part, to your agreed local JCP office by secure post, ensuring you correctly record this action on the log provided in [Annex 2](#) of this guidance. All WCSRO1 forms must be sent by secure post (a minimum of Track and Trace) and must be logged for audit purposes. You should then notify your local JCP that the documents have been sent.

- 2.33 Upon receiving the form, Jobcentre Plus will notify you of receipt, create a customer record if necessary, and make a referral to you via the PRaP system in the standard way. Note: in this circumstance, PRaP is capable of accepting a retrospective start date.
- 2.34 If you should find that the customer is not eligible and suitable for Work Choice, you must enter the reason in Part 4 of the WCSRO1 form, explain this to the customer and contact the Statutory Referral Organisation to refer the customer back to them, if the customer wishes. You should retain a copy of the form, including the reason not accepted onto the Work Choice programme, for inspection by your Performance Manager.

Armed Services Personnel Prior to Discharge

- 2.35 Employed people normally enter Work Choice as a Retention case (Section 8 of this Guidance refers), however Armed Services personnel may take up alternative employment **prior to discharge**, once their exit date is known.
- 2.36 In these circumstances Armed Services personnel may be referred to your programme:
- **Terminal Leave.** Service leavers can take up paid employment during their 20 days of terminal leave, this being the Service leaver's final four weeks prior to discharge.
 - **Annual Leave.** It is also possible for Service personnel to take up alternative paid employment during their annual leave with the express permission of his / her Commanding officer. Therefore any residual annual leave is taken prior to terminal leave. The amount of residual annual leave will consist of the 38 days allocated for any one year less annual leave taken in that year and also abated if the leaving date falls before the close of the leave year. Leave carried forward to a normal maximum of 15 days may also be added.
 - **Graduated Resettlement Time (GRT).** Up to seven weeks (35 days) of GRT is available to Service leavers dependant on their length of service. **No paid employment is allowed during GRT.** However, unpaid Civilian Work Attachments (CWA) are supported under current

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policy. GRT is theoretically taken before residual annual leave (and therefore also before Terminal Leave).

- 2.37 Further information about these organisations is given in the following paragraphs:
- 2.38 **The Recovery Career Services** delivers an individual careers service to wounded, injured and sick soldiers leaving the Army to help them find a fulfilling and long-term second career. The service is there for all wounded, injured and sick personnel with the greatest barriers to employment - from a wounded soldier looking for a new career that will make the most of their skills whilst accommodating their injuries, to an individual with a terminal illness who wants to keep active by undertaking voluntary work.
- 2.39 For more information visit: <https://www.army.mod.uk/welfare-support/23815.aspx>
- 2.40 **Personnel Recovery Units** have been established throughout the UK and Germany to enable wounded, injured and sick personnel to return to duty or transition to civilian life. Personnel Recovery Units (PRU) are military units for the command and care of wounded, injured and sick soldiers with the greatest need.
- 2.41 Soldiers are transferred to a PRU if their chain of command or unit recommends they need more help than the unit can provide. There are a number of reasons for this, such as the nature or severity of their injury or illness, the distance between the soldier's home address and the unit if the soldier is at home on recovery duty, or because the unit is due to deploy.
- 2.42 The PRUs are not residential facilities, but are based within each of the regional brigades allowing soldiers to be transferred to the one closest to them. Once within the PRU, soldiers are allocated a dedicated Personnel Recovery Officer who will assist them through the recovery process and co-ordinate the support from other agencies.
- 2.43 There are 11 PRUs in total across the UK and Germany in: Edinburgh, Preston, Catterick, Brecon, Donnington, Chilwell, Tidworth, Aldershot, London, Lisburn, and Sennelager. Addresses are as follows:

Edinburgh

51X PRU, Roxburgh Block, Cragiehall Camp, South Queensferry, West Lothian, EH30 9TN
Tel: 0131 310 2250
Mil: 94740 2250
Email: 51X-PRU-(Mailbox)@mod.uk

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Lisburn, Northern Ireland

38X PRU, HQ 38 (Irish) Bde, Thiepval Barracks, Lisburn
Tel: 02892 263825
Mil: 94916 3825
Email: 38X-PRU-OM@mod.uk

Catterick

15X PRU, Phoenix House, Building 10, Cambrai Lines, Munster
Barracks, Catterick Garrison, North Yorkshire
Tel: 01748 875258
Mil: 94731 5258
Email: 15X-PRU-(GroupMailbox)@mod.uk

Preston

42X PRU, Building 56, Fulwood Barracks, Preston, Lancashire, PR2 8AB
Tel: 01772 2602383
Mil: 94554 2383
Email: 42X-PRU-Preston-Mailbox@mod.uk

Chilwell

49X PRU, Chetwynd Barracks, Chilwell, Nottingham, NG9 5HA
Tel: 0115 957 2066
Mil: 94451 2066
Email: 49X-G1-PRU-GroupMailbox@mod.uk

Donnington

143X PRU, V14 Venning Barracks, Donnington, Telford, TF2 8JT
Tel: 01952 672728
Mil: 94480 2728
Email: 143-PRU-Mailbox@mod.uk

Brecon

160X PRU, The Barracks, Brecon, LD3 7EA
Tel: 01874 613457
Mil: 94351 2457
Email: 160X-PRU-Groupmailbox@mod.uk

Tidworth

43X PRU, Building 57 (ground floor), Jellalabad Barracks, Tidworth,
Wiltshire, SP9 7BQ
Tel: 01980 650872
Mil: 94342 2872
Email: 43X-PRU-Mailbox@mod.uk

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Colchester

49X PRU (Colchester Office), Building D02, First Floor, Merville Barracks,
Roman Camp, Colchester, Essex, CO2 7UT
Tel: 01206 817026
Mil: 94660 7026
Email: 49X-PRU-Groupmailbox@MOD.UK

Aldershot

145X PRU, Wavell House, Cavans Road, Aldershot, Hampshire, GU11
2LQ
Tel: 01252 787180
Mil: 94222 7180
Email: 145X-PRUGroupMailbox@mod.uk

London

LONDIST PRU, Wellington Barracks, Birdcage Walk, Victoria, London,
SW1E 6HQ
Tel: 0207 4143394
Mil: 94631 3394
Email: Londist-PRUGpMbox@mod.uk

Exeter

43X PRU Satellite, Wyvern Barracks, Exeter, EX2 6AR
Tel: 01392 492449
Mil: 94348 2449
Email: 43X-PRU-Mailbox@mod.uk

For more information visit: <https://www.army.mod.uk/welfare-support/23823.aspx>

- 2.44 **Help for Heroes** runs four Recovery Centres across the country which form part of the Defence Recovery Capability - a partnership between Help for Heroes, The Ministry of Defence and The Royal British Legion.
- 2.45 The Recovery Centres are there to inspire, enable and support wounded, injured and sick service men and women, and their families, for the rest of their lives.
- 2.46 The Centres provide a launchpad-to-life where the wounded and their families can access psychological, financial and employment support.
- 2.47 There are four Help For Heroes units, in Tidworth, Catterick, Colchester and Edinburgh. Addresses are as follows:

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Help for Heroes,
Tedworth House,
Tidworth,
Wiltshire
SP9 7AJ

Help for Heroes,
Phoenix House Recovery Centre,
Richmond Road,
Catterick Garrison,
North Yorkshire,
DL9 4BF

Help for Heroes
Chavasse VC Recovery Centre
Building D12
Merville Barracks
Colchester
Essex
CO2 7UT

Help for Heroes
The Erskine Recovery Centre
Mark Wright GC House,
468 Gilmerton Road
Edinburgh
EH17 7SA

2.48 For more information visit: <http://www.helpforheroes.org.uk/>

Candidates with Autistic Spectrum Conditions

2.49 In accordance with the Autism Act 2009 (England), the only impairment specific piece of legislation in England, and DWP's response as detailed in the Think Autism strategy (April 2013) and the Government's 2014 Policy Paper 'Think Autism: An Update to the Government Adult Autism Strategy', LMS and PRaP now makes use of two referral opportunities specifically created for Work Choice candidates with Autistic Spectrum Conditions (ASC).

2.50 The purpose of these discrete opportunities is to offer Work Choice providers timely, relevant and pertinent information that enables providers to recognise, prepare for and provide the most effective support for individuals with autism; ensuring that any reasonable adjustment solutions can be identified at the earliest intervention (in accordance with the Equality Act 2010).

2.51 Eligible and Suitable individuals who choose to declare an Autistic Spectrum Condition will be asked if they wish to request that their referral

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to Work Choice be made via these opportunities. To ensure the health condition cannot be inappropriately disclosed, they are identified on LMS as:

- Minister Work Choice - New Customer
 - Minister Work Choice - Retention
- 2.52 You and you sub-contractors must take all reasonable steps to ensure that you prepare for the initial interview, and all subsequent interactions, in the light of this additional information.
- 2.53 You should note that for PRaP input and Provider Payment purposes “Minister Work Choice – New” and “Minister Work Choice – Retention” referrals are exactly the same as standard Work Choice New and Retention referrals. Participants who enter your programme via these new opportunities will count towards your Starts Profile as usual.
- 2.54 You must ensure that your SROs are aware that people with an Autistic Spectrum Condition may, if they choose, be referred to Work Choice via a specific route which discreetly alerts the receiving Work Choice Provider of their health condition. Whilst it is likely you will have been made aware of the customer’s health condition(s) by your SRO, you will still need to ensure the LMS/PRaP referral is made via the ASC route, if the customer requests it. A note on how to complete form WCSRO1, including where to note the customer’s preference, can be found at Annex 2 of this guidance.

Universal Credit (UC)

Universal Credit claimants may be referred to Work Choice subject to normal eligibility and suitability criteria.

To be eligible to claim Universal Credit, claimants must currently meet the following criteria:

Single People:

- live in the specified postcode area but are not homeless, in supported or temporary accommodation or a homeowner;
- are single, with no dependent children, a British citizen and aged between 18 years and 60 years and 6 months;
- are fit for work;
- do not have a claim to Jobseeker’s Allowance (JSA) or Employment and Support Allowance (ESA) that ended in the last two weeks, except where ESA ended due to a decision that claimant no longer has limited capability for work;
- is not pregnant, or given birth within the last 15 weeks;

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- is not receiving existing benefits or tax credits or awaiting a decision on, or be appealing against, a decision not to award any of those;
- is not in receipt of Disability Living Allowance (DLA) or Personal Independence Payment (PIP);
- have expected take home pay no higher than £270 per month (under 25s) or £330 per month (25 or over) and not have savings in excess of £6,000;
- does not have any caring responsibilities;
- is not self-employed, in education or have to rely on an appointee; and
- has a valid bank account and National Insurance Number.

Couples:

In addition, claimants making a claim with a partner must:

- live at the same address;
- be married to each other, civil partners of each other, or living together as if they were married.

Families:

Families eligible for UC currently, must:

- be single or couple claimants who are responsible for one or more children / qualifying young persons (i.e. someone aged 16-19 and in full time non-advanced education or training);
- not be adopting a child, or expecting to adopt a child in the next 2 months;
- not be currently fostering a child, nor be an approved/registered foster parent but with no foster children at present;
- not have a child who is disabled;
- not have a child who is blind;
- not have a child who is being looked after by the local authority.

The Universal Credit full service, rolling out from May 2016 will be available to all claimants.

This will mean that whilst you can expect to receive the same numbers of referrals to your Work Choice programme as normal, some of them will now be UC claimants.

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Universal Credit (UC)

Referral Systems

UC claimants will be referred to Work Choice via the Work Services Platform (WSP), the IT system which is the UC equivalent of LMS. You will receive PRaP referrals in the same manner as now. You will recognise a UC claimant by the PRaP referral code beginning with 2.

However, not all pertinent details about your participant will transfer electronically. This means that Jobcentre Plus will send you additional information clerically on form UCPR1.

This additional information will appear on the UCPR1 in the “further information” field and will be completed by the Work Coach. It may contain information about the participant’s employment aspirations, hours sought and any special arrangements that may be required (e.g. accessibility requirements, specific support needs etc.)

The UCPR1 will be sent to you by first class post on the same day the PRaP referral is made.

You may start your usual customer engagement activities prior to receipt of UCPR1. If you have not received the form by the 4th working day from the date of referral you should contact the Work Coach who made the PRaP referral. A duplicate will be issued immediately.

You are reminded that although Jobcentre Plus IT Systems and Data Security constraints may limit electronic information transfer, the Work Coach may, with the customer’s informed permission, be able to provide additional information informally e.g. by phone call, all-party case conference or verbal exchange.

Non-receipt of UCPR1 does not negate your contractual requirement to meet with every potential Work Choice participant within ten working days of receiving a referral via PRaP, see para 2.21 above. You may only decline to accept onto Work Choice a customer who has been referred by a JCP DEA or Work Coach if your provision is full.