Withdrawn

This publication is withdrawn.
The publication is no longer current.

Section 19 (2017) – Customer Choice

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NOTE: as all referrals to the Work Choice programme have now ceased, due to upcoming programme closure, this section is obsolete.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

19.1.   This section covers:

Customer Choice

19.2.   Customer Choice is important, not only for individuals, but also as a means of driving performance and quality. Evidence from other programmes has indicated that choice can be an important factor in empowering the individual to take ownership of their pathway back to work.

19.3.   In most contract package areas more than one provider is offering the Work Choice programme and will provide customer choice in those areas.

19.4.   Wherever possible, potential Work Choice participants will be empowered to make a choice between providers, therefore it is important that customers are given sufficient information on which to base their decision.

19.5.   In contract package areas where a choice of Prime Providers is not available, you may be able to offer your potential participant a choice between your sub-contractors.

19.6.   You must ensure DEAs and Statutory Referral Organisations are provided with your marketing materials to enable them to give customers clear, unbiased and impartial information about Work Choice services available in their area.

19.7.   See Annex 8 for further information about design of marketing materials.

Back to top