

Withdrawn

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This publication is no longer current and is not being updated. It is published here for reference only.

Access to Work Live Running Memo

To: Access to Work Providers

From: Disability Employment Provision Policy Team

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Access to Work Senior Performance Managers

Access to Work Performance Managers

Memo Serial No: AtW LR 04

Date: 05 April 2016

Subject: Amendments to Access to Work Provider Guidance: Holistic Assessments Contracts and Mental Health Support Service

Action: For Information and action

Timing: Immediate

This Provider Memo advises of amendments to the Access to Work Holistic Assessments Provider Guidance and the Mental Health Support Service Provider Guidance.

Summary

The latest updates to the Access to Work Holistic Assessments Provider Guidance and the Mental Health Support Service Provider Guidance will be published on Gov.UK in the near future.

Holistic Assessments Guidance

Provider Guidance has been updated. For your convenience, here is an at-a-glance log of amendments:

Paragraph Number	Title / Contents	Amendments
Whole Document	N/a	<ul style="list-style-type: none"> • Reformatted throughout • Consistent use of AtW abbreviation • Consistent use of Adviser title • Consistent format of bullet-pointed lists - especially the use of capital letters and semicolons • Consistent date format • Consistent use of capital letters for <i>Customer</i> and <i>Provider</i>
Whole Document	N/a	Added, checked and corrected hyperlinks
1.2	Background	Costs of setting up a business are not eligible for AtW
1.4 – 1.5	Eligibility conditions for AtW	<ul style="list-style-type: none"> • Expanded definition contained in first paragraph • National Living Wage / National Minimum Wage definitions • Apprenticeships eligibility • ESA background details • Expanded definition of communication support available • Additional conditions:- <ul style="list-style-type: none"> ○ Voluntary work not eligible ○ SES participants not eligible
1.6 – 1.9	Types of Support	<ul style="list-style-type: none"> • Expanded definition of buildings alterations • Notice of new financial cap per claim per year
1.10 – 1.12	How to Refer a Customer to AtW	Contact details inserted
1.19	Undertaking an Holistic Assessment	Amended paragraph and inserted link to the text version of the Customer Journey
1.21	Exceptional Circumstances	Process to follow if problems arise with specialist suppliers

Mental Health Support Service

Provider Guidance has been updated. For your convenience, here is an at-a-glance log of amendments:

Paragraph Number	Title / Contents	Amendments
	Whole Document	<ul style="list-style-type: none"> • Reformatted throughout • Consistent use of AtW abbreviation • Consistent use of Adviser title • Consistent format of bullet-pointed lists - especially the use of capital letters and semicolons • Consistent date format • Consistent use of capital letters for <i>Customer</i> and <i>Provider</i>
	Background	Costs of setting up a business are not eligible
	Eligibility Conditions for AtW	<ul style="list-style-type: none"> • National Living Wage / National Minimum Wage definitions • Apprenticeships eligibility • ESA background details • Additional conditions:- <ul style="list-style-type: none"> ○ Voluntary work not eligible ○ SES participants not eligible
	Types of Support	Additional type:- <ul style="list-style-type: none"> • Support services for customers with a mental health condition
	How to Refer a Customer to AtW	<ul style="list-style-type: none"> • Additional contact details for AtW Operational Support Unit (OSU) • Removal of duplicate lines • Timetable requirements for provider actions when customer contacts the provider directly • Greater detail concerning Provider actions / timetable when initially contacted by the customer
	Provision of Mental Health Support Services	Removal of 2 duplicate lines
	Cancellation of Appointment:- Cancellation by Customer	Paragraph moved
1.50	Vocational Rehabilitation	Strengthen paragraph. All changes to VRCs must be notified to Performance Manager and approved

	Consultants (VRCs)	
	Annex F - Mental Health Customer Journey	<ul style="list-style-type: none"> • Amended to reflect the new process whereby the customer may make initial contact with the provider directly or the DWP AtW OSU • Greater clarity of procedures

Further Information Contact Details

All enquiries on the subject of this memo should be raised with your Performance Manager in the first instance; they will endeavour to provide you with an answer as soon as possible.

Regards

Disability Employment Provision Policy Team