

Withdrawn

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Access to Work Live Running Memo 5

To: Access to Work Providers

From: Disability Employment Provision Policy Team

Copy:

Gill Holmes Thomas (Head of Work Programmes Division)

John Tiplady (Head of PGM for Disadvantaged and Universal Credit Team)

Kate Trott (Head of European Social Fund and Policy Provision)

Jo Salloumis (Head of Work Programme & Disability Programmes Policy)

Julie Williams (Disability Employment Provision Policy Team Leader)

Christy Sawyer (Team Leader for Performance Management Teams)

Julie Butterworth (Disability Employment Provision Policy Senior Policy Manager)

Access to Work Senior Performance Managers

Access to Work Performance Managers

Memo Serial No: AtW LR 05

Date: 22 February 2017

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:

Page/ Paragraph Number	Title / Contents	Amendments
Page 3 paragraph 1.4	Eligibility conditions for Access to Work	Inserted the words 'long term' before 'health or mental health condition'.
Page 4 paragraph 1.5	Eligibility conditions for Access to Work	Removed bullet point 'be about to start work experience under the Youth Contract'
Page 4 paragraph 1.5 Bullet 5	Eligibility conditions for Access to Work	Inserted 'Jobcentre Plus Specialist Adviser or other DWP staff' after 'Disability Employment Advisor'
Page 5 Paragraph 1.8	Types of Support	Maximum annual award limit amended to £41,400 per person per year.
Page 6 Paragraph 1.10 – 1.12	How to refer a Customer to Access to Work	Information on online application included: Customers can apply for Access to Work support online at the GOV.UK website. References to 'Operational Support Unit' amended to 'Service Centre'.
Page 7 Paragraph 1.17	Undertaking an Holistic Assessment	Typo (referral ensure) and bullet points have been amended due to reformatting.
Page 15 Paragraph 1.53	Management Information (MI)	Added lines from revised MI sheet
Page 17 Paragraph 1.67	Performance Management	Independent Case examiner information updated. Also, reference to 'plus VAT' removed from the £5,000 Provider payment if a complaint is upheld.

Page 28 Annex F	Standard wording for your final response to the Customer's complaint	The Independent Case Examiners address has been amended.
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Mental Health Support Service

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

Page/ Paragraph Number	Title / Contents	Amendments
Page 2 Paragraph 1.5	Eligibility conditions for Access to Work	Inserted the words 'long term' before 'health or mental health condition'.
Page 3 Paragraph 1.6 bullet 5	Eligibility conditions for Access to Work	Remove bullet point "be about to start work experience under the Youth Contract"
Page 4 Paragraphs 1.12.-1.14	How to refer a Customer to Access to Work	Information on online application included: Customers should apply for Access to Work support online at the GOV.UK website. References to 'Operational Support Unit' amended to 'Service Centre'.
Page 6 Paragraph 1.19 - 1.20	Mental Health Referral Contracts	Extension to contracts detailed.
Page 6 Paragraph 1.22	Provision of Mental Health Support Services	Clarification re Access to Work funding for therapeutic counselling or medical interventions.

Page 8 paragraph 1.29	Provision of Mental Health Support Services	Clarification regarding re-referrals. Clarification regarding another period of support due to job change
Page 14 Paragraph 1.64	Management Information (MI)	Added “to enable monthly discussions as detailed at 1.70”
Page 16 Paragraph 1.77	Enquiries and Complaints	Independent Case examiner information updated.
Page 33 Annex J	Standard wording for your final response to the Customer’s complaint.	The Independent Case Examiners address has been amended.

MI Sheet

Line 13 – amended “in” to “within”

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