

## National Process Walkthrough Event 07.09.2010

Number	Question	Answer
1	Can SRO refer retentions?	No - please see Work Choice Provider Guidance para 8.9 - PLEASE NOTE all replies indicating details are to be found in Provider Guidance (PG) refer to updated Work Choice Provider Guidance to be found at <a href="http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/provider-guidance/">http://www.dwp.gov.uk/supplying-dwp/what-we-buy/welfare-to-work-services/provider-guidance/</a> Update is likely to be published at end of September.
2	Can SRO's also become end to end sub-contractor?	Yes
3	SRO referrals that are made to PM's pending PRaP from DEA activity with provider commences and DEA refuses PRaP, does PM continue to support client	Question is unclear
4	How will Providers be expected to understand JSA conditionality actively seeking / availability / number of hours for training courses etc?	Providers are required to check customer benefit status in order to provide advice and guidance on IB/JSA/ESA benefit regime conditionality procedures whilst on Work Choice. If in doubt they <b>must</b> advise customer to seek advice via Jobcentre Plus. Please see Provider Guidance para 3.10
5	SRO - who, how, why, - commissioned by Local Authority or Health Trust?	Please see PG Annex 7 for full details.
6	JIS - permitted work?	This new programme takes forward improvements to the suite of specialist disability employment provision by replacing the existing Work Preparation and WORKSTEP programmes and the Job Introduction Scheme. If, in Module One, a provider is assisting a participant who is in receipt of a qualifying benefit, they may wish to consider Permitted Work as an interim step to achieving their goal. See Provider Guidance Annex 5 for full details.
7	To support 'returner rights' will the exit report detail the module the customer was on prior to leaving support?	Yes
8	Will guidance be available for DEA's following referral from SRO which following a check means the customer is not eligible?	The decision on the eligibility of a customer referred by a SRO is made by the Provider based on the eligibility and suitability criteria. The DEA is not required to check / confirm that decision.
9	Volumes - how many self referrals to current work prep / step providers receive? This will help us to understand the potential increase in interview the DEA can expect.	JCP have already assessed the impact on DEAs as part of standard project activity.
10	How much detail will there be to describe what constitutes a 'complex' case suitable for referral to Work Choice?	DEAs will use the programme's eligibility and suitability criteria, plus their experience and judgement. Also see JCP DEA Guidance
11	Try to debate between DEAs and Provider, over questionable referral	Question is unclear

12	Does the customer have to be on a benefit?	No - 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. See PG 1.9 and 1.10 for eligibility and suitability
13	JSA / ESA / DLA or can anyone use the system?	See above response
14	Slides suggest that provider can nominate itself as an SRO. Please explain	Please see PG Annex 7 for full details of SRO
15	What is the planning assumption for the SRO introductions compared to DEA referrals?	We expect around 15% of referrals to come from SROs.
16	Who will receive WCSR01 in JCP? Will this be decided at local start up events?	WCSR01 is completed so that Jobcentre Plus can use the information it contains to create an accurate Labour Market System (LMS) record and successfully refer the customer to the Work Choice programme via the Provider Referral and Payment (PRaP) system. Who will carry out this task is for local decision
17	Development Plans - Does the plan need to be printed off and signed each time it's reviewed and a new action is added?	The precise design of the Development Plan has been left to providers, e.g. they may design a paper-saving Development Plan that has the capacity to contain additional actions plus signature
18	Returners - Do returners to same role within 6 weeks need a DEA referral form (retention)?	If the participant has formally left the provision, they must be referred via PRaP in the standard way.
19	How will providers establish customer's benefit status? In the past (Pathways to Work) they keep phoning the DEA to check benefit status.	Providers are required to check customer benefit status in order to provide advice and guidance on IB/JSA/ESA benefit regime conditionality procedures whilst on Work Choice. If in doubt they must signpost customer to seek advice via Jobcentre Plus. Please see Provider Guidance para 3.10
20	Access to Work Specialist teams - have they been given an awareness and how AtW might fit with Work Choice?	Please see Annex 6
21	SRO - Referrals - are they to be rubberstamped by DEA? What about other JCP Programmes? PRaP?	SRO referrals will not go via DEA - see Provider Guidance Section 2 and Annex 7
22	Module 1 content - decided by whom? What input do DEA/Work Psychologist have? Can we request specific help - i.e confidence building/work placements? Or is it up to Provider? Plus - will provider do psychology assessments?	Providers will deliver Work Choice within a minimally prescriptive service requirement, and 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. See PG para 2.8 - Work Psychology Service is not available to Work Choice Providers - a referral to WPS will have been considered by the DEA prior to referral to Work Choice.

23	Module 2 - who decides the next steps? Re-admittance to Module 1 - Balance of time or 6 months?	Question not quite clear - The Provider, in consultation with their participant, decides Module allocation.
24	When will the following products be available:Guidance for DEAs/Briefing Packs/One page summary/launch pack/Comms Plan/External Comms	Work Choice Guidance for DEAs will be published mid-October 10. Other impacted guidance will be updated / published at the same time. Briefing packs and other communications will be issued on an ongoing basis from early October 10. The Work Choice Homepage contains awareness information and there are plans to update the Directgov site.
25	SRO - there may be corss CPA boundary referrals , how will Prime Contractors share SRO lists?	Prime Providers will sign up SROs independantly, see PG para 2.6, although a strategically placed SRO may apply to be placed on the list of more than one Provider
26	Impact on JR FND. How will module 1 and FND stage 4 work? Will customers on stage 4 be able to access Work Choice Module one and if so, how will providers work together?	Please see Provider Guidance Annex 4
27	Is there any provision in the programme for allowances should customers participate in provison which exceeds more than 16 hours (effect on JSA customers). What is the definition of an unsupported job? Is this any level of support under 8 hours per month, i.e 7 or less or when the client does not require any support at all i.e 0 hours?	In Module One participants are engaged in Work Choice activity for up to 16 hours see 4.8 and 4.9. An unsupported job is any job where the participant leaves the Work Choice Programme. Please see paras 4.8 et seq; 5.8 et seq; 6.6 et seq for details of support hours. There will be no circumstances where a participant in Work Choice requires 0 hours
28	Will provider be given copies of JSAGs because they will have the responsibility for the customer as if activities on JSAG are not shown when signing DMA action can take place	DWP will not supply Jsags to Providers, although participants may share the contents of their Jsag. In Module One it remains the customer's responsibility to comply with benefit conditionality. See PG para 3.10
29	Can you clarify time from referral to initital interview . My understanding this is 10 days. This may be tight due to the senstive needs of the customer group. What lee way is there with this?	This is correct - but Performance Managers will take into account any special circumstances
30	Can we have a full list of PRaP opportunities	Available upon release of LMS Release 32
31	Does the referral to Work Choice on LMS need to be done within an interview and if so, what interview type will the DEA use?	Yes it does but there is no specific interview type. It will depend on the type of interview the DEA is conducting - as per current process
32	Can JCP 3PP teams have the facility to update / amend PRaP opportunities?	They could have but the provider will be required to update opportunities to enable payment activity
33	Which performance managers will have access to PRAP? Do PM's need access?	Senior Performance Managers will receive a monthly MI analysis
34	Contingency arrangements; where is specific guidance for this as 'normality' is PRAP referral?	PRaP Guidance owners will provide any necessary contingency guidance
35	How many LMS opportunities will there be?	See para 2.7
36	Are start/end dates and JO's attributable to each module?	No
37	Synchronisation time from LMS is overnight, PRAP synchronisation to provider systems is a further 24 hours. (48 hours after referral). This obviously reduces SWA time (10 days initial assessment)	See 2.11 Providers must conduct an initial interview with each customer within ten working days of receiving the introduction. i.e. regardless of when it was sent.

38	Concerns over the paperwork, not all info can be input onto action plan, can reports be posted?	Please see response to Q.22
39	As DEA's will no long completing WSRef forms or DP206's (Work Prep Forms) Will Work Choice providers have access to customers Action Plan and PWD markers?	Please see response to Q.22
40	It would have been useful to have had a list of delegates and their job titles at the start of the event - plus contact details.	Not a question
41	Will Remploy have the same eligibility as the Prime Work Choice Contractor and will they be able to accept self referrals?	Remploy will the deliver the Work Choice model which includes referral process.
42	What is the DEA/SRO role with Remploy?	Remploy are adopting the Work Choice model fully.
43	PAT - Alan Cave indicated in his letter to providers that PAT responsibility would expand to include some of the former Ofsted/Estyn role. How will this happen?	Please see Section 17 of Provider Guidance
44	What about the SAR/QAQ replacement and Auality Framework? When can we expect a review guide?	The Performance Improvement Framework, and its Work Choice Annex, is currently in development.
45	For Jobseekers within the FND stages 1-3, can advice be given to local offices if a referral to Work Choice can be classed as an outcome? Normally if a jobseeker moves towards an option they would stop claiming JSA and claim a training allowance (and wouldl no longer be classed as an 'overstayer' However if JSA (Work Choice) customers are still required to 'sign on' every fortnight they may still be attending Jobcentre for over 9 months but still not be job ready, what stage would these customers come under? Remain on stage 3 or will customers be required to provide evidence of minimum activity undertaken with Work Choice provider when they have their fortnightly intervention to show they are meeting SBR - JSA conditions - so DMA action not taken on vulnerable customers?	Referral to Work Choice is not normally an outcome. A customer / jobseeker in Module 1 - ie pre-employment - remains subject to JSA conditionality and the Jobseeker's Regime. Question will be referred to FND colleagues for further consideration.
46	Is there going to be promotional leaflets for customers?	Yes
47	Can customers be referred to programme if only needs module 1?	Customers should be eligible and suitable for the Work Choice programme.
48	What are DEA's expected to do with customers who are unsuccessful in module 1 and are referred back?	DEAs will judge the next step for each customer on a case by case basis taking into account all factors and circumstances.
49	What is the future of residential work prep?	Outside the scope of Work Choice.
50	What happens to Work Choice customers on module 1 when they are referred to stage 4 FND?	Please see response to Q.45
51	If someone leaves module 1 without getting a job, can they be referred straight back to provider?	See response to Q.48
52	If someone is sick for a significant period can they be extended beyond 9 months or are they terminated on their return back in	See PG 7.2 to 7.5
53	An example oof an SRO	See PG Annex 7

54	Definition of complex health problems	A health problem with renders the customer eligible and suitable for Work Choice as defined at PG 1.9 and 1.10
55	If Remploy have a contract with Coventry City Council can they be considered an SRO?	This will depend on what they are contracted to do. See PG Annex 7
56	Is it right that DEAs can still be involved in retention work where straight forward adjustments are required and Access to Work can be used or the work psychologist?	Yes - DEAs MUST ensure that potential Retention customers are eligible and suitable for the programme - if not DEA will effect Retention, where possible, via other options.
57	If providers do not have security clearance by go live - DEA ref but provider will not be able to engage with customer and therefore not meet 10 day target	The question is incomplete
58	Will providers have 100% target for start within 10 days?	Yes
59	Following issues with FND will DWP ensure that providers update PRaP within acceptable timeframe?	Yes
60	Is there an expected balance of DEA and SRO referrals?	That will depend on how active the Provider is in recruiting SROs, but it is likely that fewer introductions will come from that source. See Q15.
61	Re Benefit compliance - during Module 1 can you confirm customers will still continue to sign on at JC+ and the Work Choice provider will accomodate that?	Yes
62	SRO's - you mentioned they would make an introduction to the Work Choice provider and the provider would establish eligibility and suitability. does the provider then refer to the DEA to make the referral retrospectively through Prap? If so how is this done?	The extract from the provider guidance is being updated and will be published at the end of September. Annex 7 will contain the revised procedure for providers submitting SRO referral forms to Jobcentre Plus offices. Who within each office receives these will need to be agreed locally.