

## Work Choice – supporting information

This document has been produced to support the WORKSTEP Support Adviser conducting one-to-one discussions with WORKSTEP employees.

### **What is Work Choice?**

From 25 October 2010 a new Department for Work and Pensions (DWP) supported employment programme called Work Choice will replace the existing WORKSTEP and Work Preparation programmes and the Job Introduction Scheme.

Work Choice supports disabled people who have more complex needs, primarily those who are likely to need more intensive specialised support to find employment or to retain their position when they have entered work.

### **Why is a new programme being introduced?**

To ensure disabled people get the same opportunities to benefit from work as everyone else.

To ensure employers, get the support and encouragement they may need to enable them to employ more disabled people.

Work Choice further develops provision for disabled people. It will be tailored to meet the individual needs of disabled people and will have a greater focus on supporting them to achieve their full potential and move towards being more independent.

### **What will the new programme look like?**

Work Choice support is delivered within modules, each providing a flexible support service that is responsive to an individual's employment needs whatever their disability.

**Module one** will last for up to six months, the length of time will vary depending on the needs of the individual customer. In exceptional circumstances a three month extension could be possible.

Activities within this module will include vocational guidance, confidence building, job search advice, job application support, job retention skills and light touch employment support.

**Module two** will last for up to two years and provides support once a customer is employed. The service provider will work with the employer and their new employee to identify and agree the support required.

There will be regular contact with and intensive support for the employee, this could be daily, weekly or monthly depending on individual circumstances. Action and development plans will be reviewed to ensure the employee is developing the necessary skills/knowledge to move to unsupported employment (where appropriate) or identify where longer-term support would be more beneficial.

**Module three** will provide longer-term supported employment and will have a clear focus on the ongoing development of the employee through their career.

Action and development plans will continue to be reviewed on a regular basis as circumstances can change. As with modules one and two, any changes to support needs will be identified and agreed and necessary action taken to ensure these are met.

There will be a continued emphasis to help individuals to develop and move into unsupported employment, but with the recognition that for some, a certain level of additional support may always be required.

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## Questions you may be asked

The following questions and answers will provide the person conducting the one-to-one discussions with some lines to take. Where more information specific to the organisation is available this should be included.

### Will my job and/or place of work change?

**NOTE:** For most people transferring to Work Choice there will be no change in the circumstances of their employment. However, it is possible that occasional difficulties arise. These will be matters for HR specialists rather than WORKSTEP Support Advisers.

Should a WORKSTEP participant have concerns you should either:

- obtain information and details concerning an individual's particular employment circumstances from their employer/Human Resources(HR) team prior to the one-to-one discussion taking place; or
- advise the individual to contact the employer/HR team for information on their individual employment circumstances.

### Will my working hours change?

No, your current arrangements will continue to apply\*

### Will my support adviser change?

- **No change of Support Adviser** – No, your Support Adviser will not change.
- **Change of Support Adviser** - You will continue to be supported by your current WORKSTEP Support Adviser until October. Over the coming weeks your current WORKSTEP Support Adviser will be introducing you to your new Adviser.

The support and advice that you have had will continue and your current WORKSTEP Support Adviser will make sure that you understand what will

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\* It should be noted that some customers who began work under the Supported/Sheltered Employment Programme (the predecessor programme to WORKSTEP) and who are working fewer than 16 hours may transfer to Work Choice and continue to receive support. Provided their support needs remain unchanged, they will not be required to increase their hours to 16 or more.

happen and give you all the support you need until you get to know your new adviser.

### **Which module will I go into?**

If you are not yet in work you will receive support to prepare for and find work in Module 1.

If you are already in work you will be able to discuss your goals and support requirements before agreeing whether Module 2 or 3 will best suit you.

### **What is the difference between a Prime provider and sub-contractor?**

A prime provider is the organisation responsible to DWP for all aspects of the contract, especially the quality of service that customers receive.

A sub-contractor may be used to deliver some or all of the services that customers need.

### **Who is the Prime provider for my area?**

From October 2010, *(Insert name of Work Choice provider)* will be the Prime provider in this area.

(Annex 1 provides details of the contract package areas and providers throughout England, Scotland and Wales)

### **Do I need to do anything?**

Your WORKSTEP Support Adviser will keep you informed about what is happening and when.

### **Do I have to fill in any forms?**

You won't have to fill in any forms. We will ask you to allow us to supply relevant information where required to new providers and DWP - your WORKSTEP Support Adviser will explain this to you.

### **What information are you going to ask for and who will you share it with?**

You will be asked to confirm your personal details for DWP and the Work Choice provider. Your support requirements will also need to be confirmed to ensure you are given all the necessary help to either secure or retain employment. You will be asked for your permission to share this information.

### **I work in the Civil Service, but I'm not a permanent Civil Servant. What do these changes mean to me?**

In addition to the information available through existing WORKSTEP providers, DWP has sent out further details on what the changes will mean for those people working in the civil service to their Human Resources (HR) teams and line managers.

If you need any further information you should discuss this with your line manager or HR team who will be able to support you and explain how the changes may affect you.

## **Do I have to transfer to Work Choice?**

No, you don't have to transfer to Work Choice. However, the current WORKSTEP programme will end in October 2010 and if you wish to continue to receive your current level of support you will need to transfer to the new programme.

Your existing WORKSTEP Support Adviser will give you full details of the new programme and the continued support this will offer to help you make an informed decision about transferring to Work Choice.

## **Annex 1 – Work Choice Contract Package Areas and Prime Providers**

<b>Contract Package Areas</b>	<b>Jobcentreplus Districts</b>	<b>Prime Provider in Contract Area</b>
1	Highlands, Islands, Clyde Coast and Grampian	1 = To be confirmed
2	Forth Valley, Fife and Tayside	2 = Shaw Trust
3	Glasgow, Lanarkshire and East Dunbartonshire	3 = Shaw Trust

4	Edinburgh, Lothians and Borders, Ayrshire, Dumfries, Galloway and Inverclyde	4 = Shaw Trust
5	North and Mid Wales, South East Wales	5 = Working Links
6	South West Wales, South Wales Valleys	6 = Shaw Trust
7	South Tyne and Wear Valley, Northumbria,	7 = Shaw Trust
8	North & East Yorkshire and The Humber, Tees Valley	8 = Shaw Trust
9	Cumbria and Lancashire	9 = Shaw Trust
10	Greater Manchester Central; Greater Manchester East and West	10 = Shaw Trust
11	Merseyside, Cheshire, Halton and Warrington	11 = Shaw Trust
12	West Yorkshire	12 = The Pluss Organisation
13	Derbyshire, South Yorkshire	13 = Shaw Trust
14	Nottinghamshire, Lincolnshire and Rutland	14 = Shaw Trust
15	Leicestershire and Northamptonshire	15 = Working Links
16	The Marches, Staffordshire, Coventry and Warwickshire	16 = Shaw Trust
17	Birmingham and Solihull, Black Country	17 = Advance Housing & Support
18	Cambridgeshire and Suffolk, Norfolk	18 = Shaw Trust
19	Bedfordshire and Hertfordshire, Essex	19 = Shaw Trust
20	Waltham Forest, Redbridge, Havering, Barking and Dagenham, City and East London	20 = Working Links
21	Central London, West London, Barnet, Enfield and Haringey	21 = SEETEC
22	Lambeth, Southwark and Wandsworth, South London	22 = Ingeus UK Ltd
23	Berkshire, Buckinghamshire and Oxfordshire	23 = Shaw Trust
24	Hampshire and Isle of Wight	24 = Wise CDG
25	Surrey and Sussex, Kent	25 = Working Links
26	West of England; Gloucestershire, Wiltshire and Swindon,	26 = Working Links
27	Dorset and Somerset	27 = Shaw Trust
28	Devon and Cornwall	28 = The Pluss Organisation