

# Withdrawn

This publication is withdrawn.  
The publication is no longer current.

## Section 06 Stage Four – Module Three – Longer Term In-Work Support

This Section pertains to referrals to Work Choice made **prior** to the current contracts' extension period in England and Wales which commenced in April 2017, and to referrals in Scotland up to 31<sup>st</sup> March 2017.

[Note: **only** participants who were referred to the Work Choice programme prior to 25th April 2017, for original contracts, 7th April 2017 for Remploy, or 31<sup>st</sup> March 2017 in Scotland may enter Work Choice Module Three.]

For guidance pertaining to all referrals to Work Choice in England and Wales made **during** the current extension period, specifically referrals from 25th April 2017 for contracts originally awarded in 2010, and from 7th April 2017 for Remploy, please see "Work Choice Provider Guidance: Post-April 2017" version which will be found on GOV.UK :

<https://www.gov.uk/government/collections/dwp-provider-guidance>

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### Module Three – Longer Term In-Work Support

- 6.2. Module Three focuses on helping to provide a stable working environment and helping the individual develop their career. This module recognises that, for some people, there may always be a need for them to be supported in the workplace. Module Three must have a clear focus on the ongoing development of participants.
- 6.3. It is essential that there must be a continuing focus on the possibility that each participant has the potential to progress into unsupported work.
- 6.4. All participants **must** be encouraged and assisted to consider progressing to unsupported employment. This should include those whose support started before 2001 (when the supported Employment Programme was replaced by WORKSTEP). Such work may necessitate the use of [Access to Work \(see Annex 6\)](#).
- 6.5. As part of the longer-term service there must be regular checks to ensure that participants are receiving a quality service, that they are in receipt of all in work benefits and that the support they are continuing to receive

remains appropriate. Regular reviews will normally be face-to-face meetings and involve you, the participant and their employer. They should be timed to meet the needs of the participant and must take place at least quarterly.

### **Support Provided within Module Three**

- 6.6. In Module Three support for each participant must be tailored to their individual needs. This is for you to judge and agree with the participant (and their employer) depending on circumstances. Examples of support could include:
- taking on a job coach role, for example, to help a person with a learning disability adapt to new work task;
  - delivering disability awareness training to an employer and co-workers to help them understand how everyone can contribute to a successful workplace, for example, explaining how to overcome some of the communication and social issues that may arise from working with someone on the autistic spectrum; and
  - helping an individual with an aspect of their home life that is adversely affecting their ability to do their job.

Note: this list is for guidance and is **NOT** exhaustive.

### **Minimum levels of support in Module Three**

- 6.7. In this in-work module, you must work with the participant, or with others on behalf of the participant (e.g. their employer), to ensure that for at least four hours per month, your participant is engaged in activity aimed at developing their full potential at work. This may include up to four hours one-to-one guidance, or a more advisory role, depending on your participant's needs, level of independence and abilities. As in Module Two, this might include, for example, learning new skills, broadening their role or responsibilities, learning new ways of working, etc. The opportunities for working towards progression to unsupported employment must remain to the fore in all planning discussions.
- 6.8. The sufficiency of the support you give will be judged by evidence that the participant is demonstrably and productively engaged in the activities agreed in their Development Plan.
- 6.9. In Module Three your participant's support should usually be delivered by either yourself, as the Prime Provider, the participant's employer or by your formally established Sub-contractor(s). This will, ideally, ensure your participant can be allocated one adviser or support worker who should become their regular contact. However, 3<sup>rd</sup> Tier support, when utilised to address specific barriers or bring valuable expertise to a participant's delivery plan, is perfectly acceptable and will be viewed as a valid

contribution to the programme. Examples of this might include one-off consultation with local experts e.g. debt counselling, housing support, disability-specific support groups etc.

- 6.10. Participant's day-to-day needs can fluctuate and, where appropriate, Provider intervention should be flexible to reflect this. You must, however, look to ensure that minimum levels of support are maintained on a monthly basis.
- 6.11. Your participant's goals and the activity undertaken to achieve them, together with a note of the support you provided (or sourced) must be logged on their Development Plan, for inspection by Performance Managers if required. Support will be Developmental Plans and review documentation.

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