

Access to Work Provider Guidance

Access to Work Holistic Assessment

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Background

1. The Access to Work (AtW) programme is a Jobcentre Plus grant scheme, which assists disabled people who are in paid employment, self employed or participating in a Jobcentre Plus agreed Job/Work Trial which may have already commenced or is due to commence, by providing practical support to overcome work related obstacles

resulting from their disability. Support is also available for young disabled people to enable them to take up an offer of a Work Experience placement.

2. It does not fund normal business running costs or general costs that every employer and employee has, but may contribute to additional employment costs resulting from disability over and above those costs considered to be reasonable adjustments.
3. In some cases (for example, larger employers) DWP and the employer will share the costs.

Eligibility conditions for Access to Work

4. Access to Work is available to people who have a disability or health condition that is likely to last for 12 months or more.
5. To receive Access to Work (AtW) help the following eligibility conditions must be satisfied. Customers must:

be disabled or have a health condition that impacts their ability to work

be 16 or over (there is no upper age limit for support as long as the employment is likely to continue)

be in employment, whether as an employed or self-employed person

be earning at least the National Minimum Wage rate for each hour that they work (there is no minimum number of hours to be worked and the total amount of any wage is immaterial to eligibility)

be in need of help at a job interview with an employer or

be about to start employment or

be about to start a Job/Work Trial (Jobcentre Plus organised or individually established where there is a reasonable prospect of employment after the trial)

not be in receipt of Incapacity Benefits/ESA and/or NI credits only (or will cease to claim whilst in work) unless the customer is about to start a Work Trial. This includes Severe Disablement Allowance and Income Support (where paid as a result of incapacity for work). The only other exception to this is where the customer is on Permitted Work Higher Level, Permitted Work (PCA exempt) or Supported Permitted Work

be resident in Great Britain, excluding Northern Ireland, the Isle of Man and the Channel Islands, with a job based in Great Britain, help can, however, be used to cover customer's visits overseas for work purposes.

Support is also available for:

young people undertaking a Work Experience placement and claimants in Merseyside who are in receipt of JSA and who start on the New Enterprise Allowance (NEA) programme currently being piloted.

opportunities that will help disabled people get ready for employment such as Traineeships, Sector-based Work Academies and Supported Internships.

Types of Support

6. Access to Work provides practical advice and support to disabled people and their employers to help overcome work related obstacles resulting from disability. It can also provide a grant towards additional support relating to their disability that the person would need to do their job.
7. It can help in a number of ways. For example, it can help pay for:
 - special aids or equipment to enable a disabled person to do their job
 - adaptations to equipment to make it accessible
 - adaptations to buildings to make them accessible
 - the additional costs of travel to work for people who are unable to use public transport because of their disability or health condition
 - a support worker in the workplace, such as:
 - a reader for a visually impaired person
 - an interpreter for someone with hearing difficulties.
8. Detailed background and further information is available on request from your Performance Manager.

How to refer a customer to Access to Work

9. Access to Work is delivered through advisers mainly based in Jobcentres. Access to Work advisers can offer advice to customers and employers. Applications are made initially, usually by phone, to one of the three Operational Support Units.
10. Customers should contact their Operational Support Unit themselves. Therefore, if a customer appears eligible for Access to Work, you should explain to them that they should contact their [Operational Support Unit](#) and provide them with the relevant telephone number.
11. The Operational Support Unit will:
 - check their eligibility
 - take an application and pass their application to an Access to Work adviser who will work closely with the customer and can draw on the expertise of independent specialist assessors to identify appropriate solutions to their needs, working with the customer and their employer to propose a package of help.

Holistic Assessment Contracts

12. The contract period for the holistic assessment contracts runs from 3 November 2011 to 2 November 2014 with the option to extend for 2 years.
13. You are responsible for ensuring you read, understand and comply with your contract and this provider guidance, in conjunction with the [Framework Generic Guidance](#).

Initial Engagement and Customer Contact

14. You are required to:

Actions:

provide a customer help desk facility from 08.30 to 17.00, Monday to Friday

record all Needs Assessment Referrals and assess, prioritise and action them in an efficient, customer focussed and cost effective manner

requisition an appropriate holistic assessment using the form at [Annex A](#) from an approved assessor who is named in your contract

contact the Access to Work customer within 24 hours of receipt of the Needs Assessment Referral from the Access to Work adviser, to arrange a date and time for the holistic assessment. (The Access to Work team will have checked beforehand that the customer and/or employer and any other parties concerned (eg: Occupational Health representatives) are available and contactable within the two week period)

you should not provide work related support for customers with regard to mental health provision. You should notify the AtW adviser of this verbally or via the holistic assessment report. The AtW adviser will then take the appropriate action

you should not comment on or offer advice to customers or their employers about any aspect of the potential decision on their application for an Access to Work grant

if you receive a request which you consider to be potentially outside your remit or that you have received an inappropriate referral, you should refer to your Single Point Of Contact (SPOC) the Access to Work Contract Manager. In the absence of the SPOC you can contact the Contract Support Officer to determine the appropriate action to take

Undertaking an Holistic Assessment

15. The customers' expectations should be managed throughout the holistic assessment process to minimise the possibility that they may reject their final report. The content of the report should not come as a surprise to the customer, nor should they be expecting support over and above what is recommended.
16. A suitably qualified assessor will:

Actions:

meet with the customer face to face

undertake the specified holistic assessment exploring all relevant factors of the individual's disability

make recommendations to address work related barriers specifically related to the customer's disability

produce a written Needs Assessment Report in the specified format and to the specified standard using the form at [Annex B](#) and return it within 10 working days of the referral, electronically encrypted to the e-mail address as specified within the initial referral

ensure the report is:

- legible and in plain language
- checked for grammar, spelling and punctuation
- well-presented and of good quality
- in point 12 Arial font (unless you need to make alternative requirements due to the customer's disability)
- logically sequenced
- clear and informative
- complete
- fully detailed and consistent (please note it will be seen by the customer and/or their employer)
- not prescriptive but provides recommendations based on evidence (terminology used should demonstrate an emphasis on independence and choice)

N.B: When recommendations are made for building adaptations, (over and above those which are required by law), to enable access to premises, you will specify quantities and suggest specialist suppliers for the employer to contact, to investigate the feasibility of removing the barriers, but you will not recommend specific works or contractors to carry out the works.

17. [The Customer Journey](#) is mapped in detail in this flow diagram.

Scheduling an Holistic Assessment

Key to scheduling the assessment with the customer is to ensure that it takes place as quickly as possible but takes into account the availability of all parties to be involved. Ideally we expect you to:

Actions:

contact the customer within 24 hours of referral to schedule the holistic assessment

offer the customer at least 5 appointment slots in the 10 day window

keep a record of all appointments offered to the customer

make at least 3 attempts within the first 3 days to contact the customer to schedule the holistic assessment

try to ensure that the attempts to contact the customer are made at different times of the day to avoid conflicting with regular scheduled commitments the customer may have (eg: school run)

use a variety of media - eg: - mobile phone, landline, e-mail, whichever is the customers preferred method

record all information regarding attempted customer contact

if you are unable to contact the customer within the first 3 days, you should inform the Access to Work referring adviser by phone or email detailing the dates and means used to attempt to contact the customer

the AtW referring adviser will contact the customer and advise them to contact you to schedule an appointment

you will send the referral back to the referring adviser if contact has not been made by the customer

once the holistic assessment has taken place, you should complete and send the Needs Assessment Report in the usual way.

Cancellation of an Holistic Assessment

Where a customer cancels an appointment it is important that you act quickly as delays could impact on the achievement of the 10 day target.

Cancellation by the Customer

18. This refers to when a customer cancels a scheduled appointment or does not wish the holistic assessment to take place at all.

Actions:

in the event of a cancellation by the customer you should reschedule a new appointment

however, you should refer back to the Access to Work referring adviser if:

- the customer is not available within 10 days from the original referral. The adviser must be informed of the reasons for the customer cancellation and any rescheduling attempts you have made
- the customer does not want the holistic assessment to take place at all
- the customer is not sure when they will be available
- you are unable to contact the customer within 10 days from the original referral and the customer has not contacted you

Cancellation by the Provider

19. This refers to when you cancel a scheduled appointment or were not able to carry out the holistic assessment at all.

Actions:

you should make every attempt to conduct the holistic assessment as arranged but if you are unable to carry out the assessment for any reason, contact the Access to Work adviser for advice

please provide the reasons for cancellation of the appointment

it is not acceptable to return referrals due to assessor availability

Additional Needs

20. You should, wherever possible, comply with, (and provide at your own cost), any reasonable requests to accommodate customers who have additional needs.
21. Additional needs include, but are not limited to, the requirements of the customer for the holistic assessment to be undertaken by an assigned holistic assessor of the same gender or the customer's need for an interpreter or BSL signer during the assessment process.

Marketing

22. You should not directly market your services to either the individuals you have assessed under the contract or their employer.

Communications

23. You should establish and maintain robust communication channels with all your delivery partners to ensure prompt and accurate transmission of information.
24. It is your role to keep the Access to Work team and Performance Manager up to date with any issues/developments that could impact on this contract and ensure that all stakeholders have the information they need.

Quality

25. We are keen to ensure that the quality of AtW provision is second to none and consider this to be a shared responsibility.
26. You are responsible for ensuring that customers and their employers have access to suitable and high quality support in a way that provides a good service and an excellent customer experience. For AtW to offer the most effective support possible to customers, a number of key features are integral to delivery. We expect you to:

focus strongly on speed and accuracy

demonstrate a sound understanding of the breadth of disability issues which may be experienced by AtW customers and the appropriate support options available to address the customer's work place barriers to meet the customer's minimum needs

build strong links with key partner organisations

27. The Needs Assessment Report at [Annex A](#) is required to enable Access to Work advisers to determine the best possible solution for the customer.

28. It is important that the Report is of good quality and the Access to Work team will define whether Reports are 'fit for purpose', based on the criteria below.

29. A report may be deemed not fit for purpose and therefore rejected if:

there are no quotes

three quotes are not provided for items over £500

there is no sole supplier stencil

for training quotes – if a quote is provided per training session instead of for the complete package to avoid providing three quotes (eg: half day support costs £150 but the customer needs 10 half days, taking the cost up to £1500, we therefore would require three quotes as the item cost is over £500)

quotes are not calculated accurately

quotes do not include VAT/delivery costs

quotes are not on a separate page

VFM is not considered (ie: many cheaper quotes available)

in regard to chairs, if the quotes are for different specifications

compatibility checks are not done before recommending equipment/ software

incorrect information is reported

there are spelling and grammatical errors

the recommendation for support is not available in the Customer's area

recommending Human support without AtW advisers' consent

recommending Human support without exploring other options

there is no full justification for the support recommended

there is no explanation of how recommendations will overcome the customer's difficulties

it is evident that the Assessor has been influenced by customer preference and has not considered the minimum requirements (eg: this is sometimes evident in reported conversations with advisers which focus on what the customer 'prefers' or 'wants')

there is missing information as per the referral standards (ie: progression planning, employer section) in the report

it contains personal/confidential information reported to the Assessor that the customer did not want disclosing on the report. (Assessors should ensure that they advise the customer that they will report anything they tell them *unless otherwise stated*), If the assessor wants to make the adviser aware of any issues, a separate document can be added for the adviser's eyes only (the customer may report that they told the assessor not to include certain information)

the Report indicates that the employer is not sympathetic or making reasonable adjustments when this is not the case. (ie: reporting that time off is needed for appointments, breaks required etc. This is positive in showing that the Assessor is taking an Holistic approach but needs to be worded in a way that indicates the employer is already supportive of this (if this is the case)) The report should be fact based, impartial, unbiased and non-critical of the employer or individual

the Report is too prescriptive in telling the employer what they should be doing instead of suggesting under reasonable adjustments

there is no evidence that an Holistic approach has been taken

the barriers are not fully explained

the Report is too prescriptive in advising what Access to Work will or will not pay for

no Job Analysis is contained in the report.

30. Please note this is not an exhaustive list.
31. You will be notified whether the Report has been accepted or rejected by e-mail. Wherever possible, this will be within 5 working days of the receipt of the report. The standard notification stencil which will be used to notify you can be found at [Annex C](#).
32. If the AtW team decide that a report is not fit for purpose you will be notified of the reason and you will be required to review and resubmit the report within 2 working days of its return.
33. If you are concerned about reports that have been returned for rework, you should refer to your Single Point Of Contact (SPOC) the Access to Work Contract Manager. In the absence of the SPOC you can contact the Contract Support Officer to determine the appropriate action to take.
34. The AtW team will monitor the quality of Assessment Reports and the number returned to the provider as unacceptable on a monthly basis.
35. This information will be discussed formally as part of regular performance reviews led by your Performance Manager. Where appropriate, remedial measures, including a Performance Improvement Plan, will be agreed to address areas requiring improvement.
36. Assessors should be suitability qualified and experienced to enable them to recommend the correct solutions. If, following investigation,

the Provider is found to be responsible for making incorrect recommendations, they will be liable for any additional costs. This would include an additional holistic assessment, if necessary.

Assessors

Access to work customers and their employers will be advised that they have a period of two weeks from receipt of the report in which to respond to the report and raise any concerns.

37. You should ensure all your holistic assessors meet the standards set out in your Contract and that they continually update their skills in line with professional requirements to ensure they have the necessary experience required to deliver the contract.
38. All changes in personnel and/or organisational structures/responsibilities should be notified in advance to your Performance Manager. It is your responsibility to ensure that all replacement personnel are of at least equivalent experience/skills to the former post holder, in line with your contract.
39. If an assessor's reports are consistently considered unfit for purpose or if the AtW team have concerns regarding the service provided, (including but not limited to the number of complaints received), your Performance Manager will work with you to implement a Performance Improvement Plan.
40. If improvement to the required level is not achieved in line with the Performance Improvement Plan, the assessor will be removed from the list of approved personnel. The SPOC will make the final decision in this instance.

Payment for Holistic Assessments

41. Payment will be made on acceptance of the Needs Assessment Report by the Access to Work adviser.
42. You should only submit a claim for payment when you have received an acknowledgement e-mail from the Access to Work adviser that the Needs Assessment Report has been accepted as fit for purpose.

Action:

submit a claim for payment on the last working day of each month via PGP encrypted e-mail

send it to the PGP Designated Officer:

Alison Trot – tel: 029 20423245
e-mail: alison.trot@dwp.gsi.gov.uk

ensure you have completed all customers' unique reference numbers (URN) being charged. (The URN is assigned by the AtW team on the Needs Assessment Referral form)

43. A copy of the Holistic Assessment Claim form can be found at [Annex E](#)

Right to Control

44. Under the Right to Control initiative customers can choose to obtain their holistic assessment report through this Access to Work contract, or to use their fund to obtain their assessment from an alternative provider.

45. This will only apply in trailblazing areas until 13 December 2013 but it may mean indicative volumes are reduced. [Annex D](#) provides further information regarding the initiative and the associated trailblazing areas.

Management Information

Monthly MI

46. You should submit your monthly MI by the 3rd working day of each month to your Performance Manager. Please also copy to the SPOC (the Access to Work Contract Manager) and Contract Support Officer.

Monthly MI comprises:

number of Needs Assessment referrals received in month and year to date

number of referrals cancelled by the customer in month and year to date

number of Needs Assessment Reports that have been returned within 10 working days in month and year to date

number of Needs Assessment Reports that have been returned within 11-15 working days in month and year to date

number of Needs Assessment Reports that have been returned within 16-20 working days in month and year to date

number of Needs Assessment Reports that have been returned over 20 working days

number of days oldest case outstanding

total number of reports outstanding over 10 days in month and year to date

number of Needs Assessment Reports returned to DWP for rework in month and year to date

number of reports returned to DWP following rework within 2 days

provide the number for primary disability/health condition assessed in month and year to date:

- Muscular Skeletal (Arms and Legs, Back or neck, Legs or feet)
- Difficulty in hearing

- Difficulty in seeing
- Learning disability
- Progressive Illness
- Dyslexia
- Mental Health
- Other (Cerebral Palsy, Spina Bifida, Diabetes, Epilepsy, Difficulty in speaking, Stomach, Liver, kidney or digestion, Heart, Blood pressure or Circulation, Chest or Breathing, Skin Conditions and severe disfigurements)

number of complaints received in month

number of complaints resolved in month

47. Please see the attached MI template at [Annex F](#)

Yearly MI

48. You should submit your yearly MI by the 3rd working day of the next year to your Performance Manager. Please also copy to the SPOC (the Access to Work Contract Manager) and Contract Support Officer.

Yearly MI comprises:

a summary report for all your delivery staff detailing all continuous professional development activities undertaken in the last 12 months and a forward look plan for the next 12 months. As a minimum the plan should include:

- how and why the activities were selected and the supporting rationale
- the benefits of these activities to the service you deliver

Ad-hoc MI requests

49. Occasionally you may be asked to provide other statistical data that is relative to the services you deliver. In these circumstances you should make available for inspection all such records and work counts as requested within 10 working days.

50. You shall allow DWP access to all MI throughout the life of your contract and maintain all data as specified in your contract.

Performance Management

Actions:

you will have monthly discussions with your Performance Manager to review performance In Month and trends achieved against contractual requirements

you will have formal quarterly Contract Performance Reviews with your Performance Manager and Access to Work SPOC

you will update your Performance Manager immediately on any changes to information, data, progress, processes, procedures and issues relating to this service

Performance Improvement Plans will be used to monitor and support continuous improvement and monitor agreed performance improvement actions

Enquiries and Complaints

51. You must have an appropriate and effective complaints process across your whole supply chain to resolve customers' complaints. You must explain your complaints process to the participant in your first contact with them.
52. You should refer to the [Complaint Resolution Core Briefing Pack](#) for providers and the [DWP Customer Charter](#) when reviewing your processes.
53. Where a participant is unhappy about the service they receive from you and raises a complaint you should ensure that you follow each step of your detailed process robustly in order to bring the complaint to a satisfactory conclusion.
54. After following all steps in your process you must include in your final response to the participant a standard text which signposts the customer to contact ICE should they wish to pursue their complaint. The text can be found in [Annex G](#) of this Provider Guidance.
55. ICE will mediate between you and the participant to broker a resolution. If a resolution cannot be agreed between either party, ICE will undertake a full investigation of the complaint. To ensure that a thorough investigation can take place, you MUST provide all the papers which relate to the complaint. The ICE office will ask for these when required.

N.B: Under normal circumstances, if a complaint is upheld against you at investigation stage, £5,000 (plus VAT) is recovered from you to go towards funding the ICE service for provider complaints in the following year, however, this £5,000 charge is not applicable for this contract.

56. Further information on complaints procedures can be found in your contract and in [Chapter 2 of the Framework Generic Guidance Delivering DWP Provision](#)

Issues Management

Actions:

where you identify problems relating to any aspects of the services you deliver, you should resolve such problems in an appropriate manner

you should report any proposed changes to the way in which your services are accessed or suggestions for improving the efficiency of the services

provided to your Performance Manager in writing. Their approval is required prior to implementation

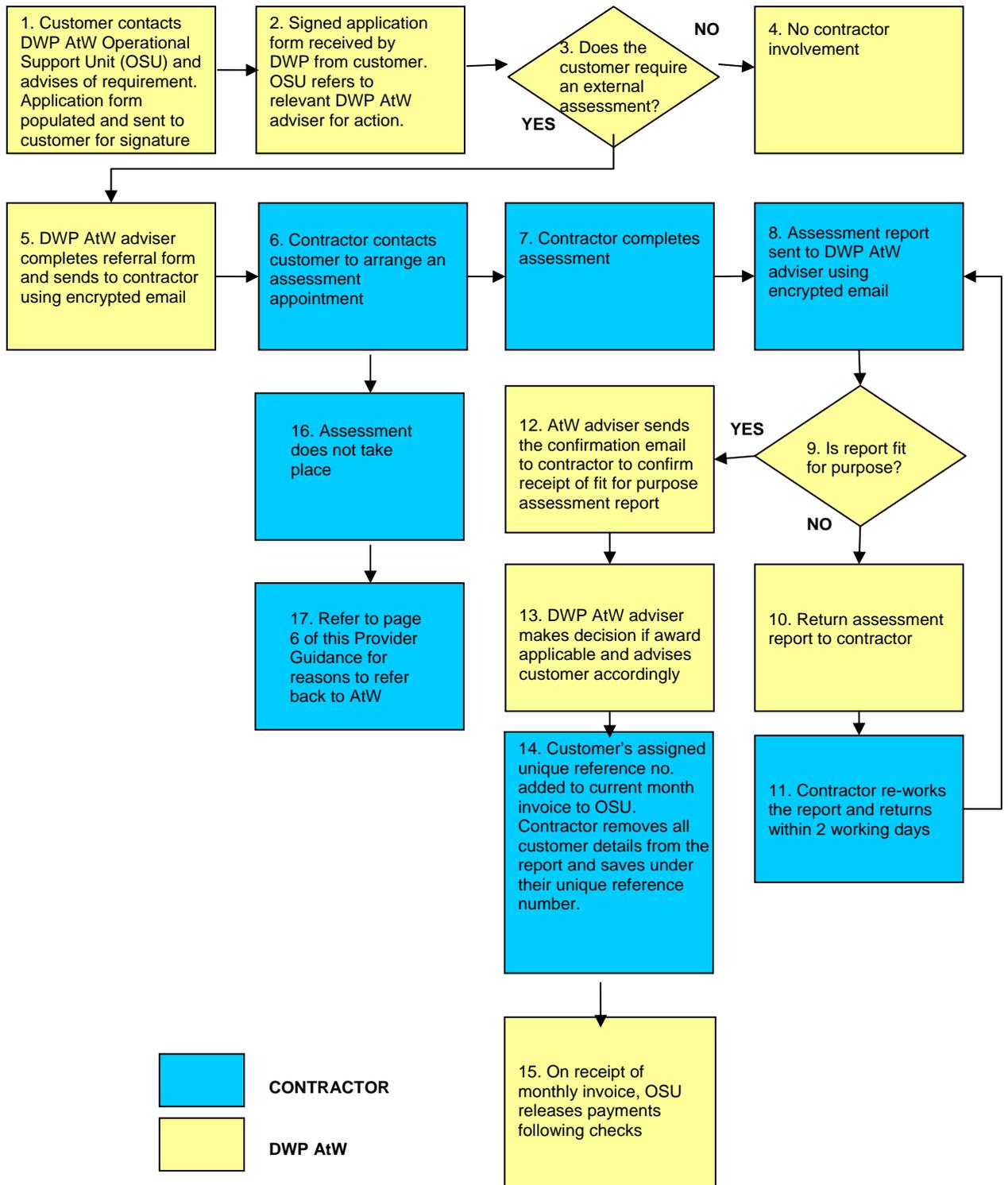
Document Security

57. Please refer to [Chapter 8 of the Framework Generic Guidance – Information Security](#).

Document Retention

58. You should keep and maintain until 6 years after the end of the contract period, or as long as may be agreed, full and accurate records of the contract including the services supplied under it, all expenditure reimbursed by the Department and all payments made by the Department.
59. In respect of completed specified reports (Needs Assessment Referrals and Needs Assessment Reports) these can be retained for up to six months after payment is received at which point they can either be:
- securely destroyed and disposed of; or
 - anonymised and retained for up to 6 years.

Access to Work Holistic Assessments Customer Journey



Access to Work Holistic Assessments Customer Journey (text version)

1. Customer contacts DWP Access to Work (AtW) Operational Support Unit (OSU) and advises of requirement. DWP completes form and issues to customer for signing
2. Customer signs and returns form to DWP AtW OSU for action
3. Does the customer require an external assessment?
If no [skip to step 4](#). If yes [skip to step 5](#).
4. No Contractor involvement
5. DWP AtW adviser completes referral form and sends to contractor using encrypted email
6. Contractor contacts the customer to arrange an holistic assessment appointment
7. Does the holistic assessment take place? If yes [skip to step 8](#). If no refer to page 6 of this Provider Guidance for reasons to refer back to AtW
8. Assessment report sent to DWP AtW adviser using encrypted e-mail
9. Is report fit for purpose? If yes [skip to step 12](#). If no [skip to step 10](#).
10. Return to contractor for re-work
11. Contractor undertakes re-work and returns report in 2 working days.
Return to step 8 on completion of re-work.
12. AtW adviser sends the confirmation e-mail to the contractor to confirm receipt of fit for purpose assessment report
13. DWP AtW adviser makes decision if award is applicable and advises the customer accordingly
14. The customer is assigned a unique reference number and added to the current month's invoice to OSU. The contractor removes all details from the report and saves it under their unique reference number
15. On receipt of the monthly invoice OSU releases payments following checks

Annex A - Needs Assessment Referral

This report framework should be flexible and open to change to allow us to respond to change in the life of the contract.

Customer Name

Customer URN

Place of Assessment

(Full name and address including details of additional sites to be visited)

Additional ID required **Y/N**

Preferred Contact details

Work	Home	Other
Email	Mobile	

Employment Contacts

Name	Position	Contact details
	i.e. Line manager	
	IT contact	
	Site manager	

**Availability of customer/ line manager/ AtW adviser/other key contacts
in the next ten working days.**

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Disability description

The information provided on disability is as stated by the customer at the time of the adviser appraisal. The assessor must provide a report which details a holistic assessment approach looking at any secondary disabilities that may not have been disclosed or the further impact of the disability, for example mental health conditions, anxiety etc.

Job Title/Description

Current reported performance against job tasks (impact of disability)

Organisational Set Up – *i.e. for example, does the employer have 250+ employees, access to IT support, Occupational Health facilities or are they a two man operation working from home.*

Detail the customer's experience with previous solutions

Access to Work Adviser Name

Access to Work Adviser Email

Access to Work Adviser Telephone Number

Date of referral

Annex B - Needs Assessment Report

Personal Details

Only include the customer name and URN provided on referral form.

Employment Details

Job title only

The assessor must inform the adviser immediately if they find that any information on the referral form is incorrect. Do not include additional corrected personal details on the report unless DWP IT protection standard has been agreed and allows.

The place of assessment (check one)

Customers employment address as stated on the referral form

At customers workstation

Address other than employees' workplace

(This must be authorised by AtW in advance of the assessment)

Job analysis

To include, working pattern, office based, mobile, and job description

Disability/Health condition.

Including any secondary disabilities not already identified.

Include History, relevant medical details, medication and current professional help

Assessment of needs

The holistic assessment must present the barriers and give subsequent solutions for each one with each recommendation highlighted in bold. Bold each recommendation only once. The

assessment must be Holistic. It must include details of why current equipment/solutions are not meeting the needs of the customer.

Employer Section – the assessment must detail the capacity and knowledge of the organisation to highlight any areas of awareness or training to be addressed. It must address the compatibility of solutions with employers IT. It should also include details of employer H@S requirements.

Recommendations - should not just be an equipment list but be specific on the specification and qualities required of a particular item and must meet the minimum need for the customer. For example do not just list a specific magnifier but state what it needs to be able to do and why for this customer (barrier, requirement, possible solutions). This will facilitate comparisons and potentially allow employers to source best value. Full justification must be given for any recommendations.

Quotes & Suppliers. Provide on a separate page three quotes for each item over £500 to assist the employer in purchasing.

Progression planning - Reports should include a prognosis for independence and a suggested programme of tapering withdrawal of people support as appropriate. For example public transports increasing accessibility is reviewed in travel to work therefore we would consider technology reviews for support worker duties to facilitate independence if possible.

Support Contractor's Name

Support Contractor's Signature

Date of assessment

Date

Sole Supplier Information

Customer Name

Customer URN

Customer workplace barrier

What is the task that the customer cannot do, what has the item to overcome?

Proposed Solution

What does the solution need to do/provide?

Proposed Supplier

Why is this supplier the only person who can supply the item or solution? State clearly the specialist nature of the item.

Please provide contact details of three other companies in the same field of expertise who have been approached for quotes and have confirmed they are unable to provide the item or an alternative solution.

Annex C - Standard Email Format and Content for Acceptance and Rejection of Reports

Email heading: URN First name and Surname

Text body:

Standard email – REPORT/PLAN ACCEPTED – RECORDS FOR DESTRUCTION

Thank you for report/plan reference (insert URN).

I confirm that **no changes are required** to be made to the report/plan at this time.

Please note that this report/plan will now be forwarded to our customer and should any changes be required we shall return a copy of the report for amendment

Adviser Name and Email Signature

.....

Email heading: URN First name and Surname

Text body:

Standard email – REPORT/PLAN REJECTED – REQUIRES RE-WORK

Thank you for report reference (insert URN).

I request re-work of the report due to the following issues:

(Provide details)

Please retain records for re-work and submit a revised report within 2 working days for approval.

Adviser Name and Email Signature

Annex D - Right to Control

Background to the Right to Control

The Right to Control has been developed in co-production with disabled people, to respond to their desire for greater choice and control over how public money is spent to meet their individual needs and ambitions.

The Right to Control will give disabled adults greater choice and control over certain state support they receive to go about their daily lives.

The Right is based on the principle that disabled people are the experts in their own lives and are best placed to decide what support they need and how it should be delivered.

The Right to Control initiative was introduced in December 2010 in 7 Trailblazer areas in England. Trailblazers will run for three years to test proof of concept and inform national rollout, and be centred on customers who live within certain Local Authorities (LA). LAs will work collaboratively with other delivery partners, including Jobcentre Plus.

For further information please click on the hyperlink below:

[Right to Control Trailblazers: Office for Disability Issues - ODI projects](#)

Trailblazer Areas

Trailblazer	Local Authority	Roll Out Date
Barnet	London Borough of Barnet	13/12/10
Essex	Essex County Council	13/12/10
Leicester	Leicester City Council	13/12/10
Newham	London Borough of Newham	13/12/10
Surrey	Surrey County Council (two parts only: Epsom & Ewell Borough Council and Reigate and Banstead Borough Council)	13/12/10
Sheffield & Barnsley	Sheffield City Council & Barnsley Metropolitan Borough Council	01/03/11

Greater Manchester Partnership	Manchester City Council, Oldham Council, Bury Council, Stockport Metropolitan Borough Council and Trafford Council	01/04/11

How will the Right to Control work during the Trailblazers?

Some aspects of the Right to Control process, such as the extent to which administrative processes are aligned, will be subject to some flexibility. However, the broad framework of how the right will work is already agreed.

Disabled people taking part in the Right to Control Trailblazers will have a legal right to:

be told how much support they are eligible to receive;

decide and agree, with the public body, through the means of a support plan, the outcomes they want to achieve, based on the objectives of the funding streams they access;

have choice and control over the support they receive; and

be able to choose how they receive the support.

Disabled people will have a legal right to know up-front how much money is available across a range of LA and Department for Work and Pensions (DWP) funding streams to pay for the range of support they need and a choice in how they wish to use the resources available to meet their needs.

The funding streams are:

Department for Work and Pensions/Jobcentre Plus:

Access to Work

Work Choice

Independent Living Fund

Local Authorities:

[Disabled Facilities Grants](#) (GOV.UK)

Supporting People (Non-statutory Housing related support)

[Adult Social Care](#) (National Archives) will be aligned with the Right to Control during the Trailblazers.

How will the Trailblazers be evaluated?

Trailblazers will run until 13/12/13 to test proof of concept and inform national rollout. Evaluation will then be undertaken looking at “if”, “how” and “why” the Right to Control Trailblazers worked. Office for Disability Issues have recently published the results of a scoping study they commissioned in order to

explore how the evaluation should best be designed to achieve its aims - [RTC Trailblazer Evaluation: a feasibility study](#)

Annex E - Access to Work Assessment Contracts Claims Form

[Access to Work Assessment Contracts Claims Form](#) (130KB)

Annex F - Access to Work Assessment Contracts Management Information

[Access to Work Assessment Contracts Management Information](#) (26KB)

Annex G - Standard wording for your final response to the customer's complaint

If you are not happy with this response, you can ask the Independent Case Examiner (ICE) to consider your complaint. You should contact them within six months from the date of this letter. The ICE service is provided by the Department for Work and Pensions (which includes Jobcentre Plus) and offers a free, impartial resolution service but does not consider matters of law or government policy. ICE can be contacted at:

The Independent Case Examiner
Jupiter Drive
Chester
CH70 8DR

Phone: 0845 606 0777

Website: www.ind-case-exam.org.uk

Parliamentary and Health Service Ombudsman

You can also, at any time contact your MP who may be able to send your complaint to the Parliamentary and Health Service Ombudsman. The Ombudsman normally (but not always) expects you to have exhausted both the provider complaints process and the ICE services before she accepts a complaint for investigation.

The Ombudsman investigates complaints that government organisations have not acted properly or fairly or have provided a poor service. To find out more, please contact:

The Parliamentary and Health Service Ombudsman Millbank Tower, Millbank
London SW1P 4QP.

Phone: 0345 015 4033

Website: www.ombudsman.org.uk