

Questions put to DWP following the webinar on 17 February 2022

Following the Supported Business webinar on 17 February, a number of questions have been put to DWP for their consideration and response.

1) Some businesses noted that they had been winding down over last few years. Now trade is picking back up, they want to recruit. However, a barrier was around understanding the steps they needed to take to attract someone who may benefit from the support that a TESG environment offers.

Query: Are you able to re-circulate TESG recruitment process, Vacancy Notification form, SPoC's and any other guidance?

2) We were asked about Progression payments for existing TESG employees who are moving to a new employer. Highlighted that there are sections in the current guidance that have the process and Martin noted that having the AtW assessment before the progression is vital to a successful claim.

Query: Do you have a flow chart that you can share with everyone?

3) Some Supported Business Managers are new to the role and haven't had Supported Business provider guidance passed down.

Query: Are you able to re-circulate the Supported Business Guidance to everyone. Happy to check off names with you if helpful.

4) Claims have been rejected by Access to Work payment team, who state that the signature is not wet, when it has been signed by the Supported employee. This has caused delays in payments and means that some months, 3 or 4 employees funding is missing.

Query: It was suggested that a biro that imprints into the paper is used, to add further authenticity, but can you review this if the SB agrees to me telling you who they are so you can take a closer look?

5) Comment from one of our SB's: "DWP have refused to pay for BSL support as the paperwork is sent to the Supported (TESG) employee. Of course, they don't complete the renewal form and that cancels their application. If the business knew the renewal form was being sent, a copy to them even, that way they would make sure that it was signed and returned correctly. To highlight, our Interpreter is currently owed up to £1000".

Query: Are you able to look at this and share any application / re-application for support with employer, as well as the supported employee?