

# Spotlight on Universal Credit Health Offer

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## Support for work coaches

Line manager support - case conferencing, quality observations, coaching and advice

Disability Employment Advisers (DEAs) – coaching and advice, claimant support, skills support

Community partners (CPs) – coaching and advice, identifying local support for customers

Case conferences – chance to share, seek feedback and advice with peers/DEAs/CPs

District Provision Tool – provides access to provision and support available for customers including Help to Claim

Work psychologist - support and advice, voluntary customer contact

Universal Learning - to support your own learning needs

Health and Work Conversation Techniques – tools when dealing with health journey customers

External organisations – local charities or organisations offering customer support and services

Flexible Support Fund – facility to purchase provision for customers

Employer adviser – job alerts, provision information, liaison with employers

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## Support for health journey customers

### Work and Health Programme

The Work and Health Programme (WHP) helps eligible customers in England and Wales to find sustained work. WHP tackles barriers to work by linking up with health and social care providers. WHP offers intensive tailored support.

For more information on what claimants will receive as part of the WHP and the key eligibility criteria, see: Work and Health Programme.

## **Intensive Personalised Employment Support**

IPES is a voluntary provision covering England and Wales, for people with disabilities and complex barriers to employment.

IPES focuses on supporting people into employment by delivering support tailored to an individuals' needs. It focuses on overcoming barriers, identifying and achieving employment aspirations by providing consistent contact and intensive support throughout the participants' journey.

The provision consists of three main areas:

- introduction
- support into employment
- sustained in work support

To be eligible for Intensive Personalised Employment Support (IPES), potential participant's must:

- have a disability or disabilities as defined in the Equality Act 2010
- have a right to reside and work in the UK
- reside in England or Wales
- not be in any form of paid employment (including self-employed)
- be of working age and over 18 (in Wales they can be 16 or 17)
- not be taking part in other contracted provision

Potential Participants for the IPES programme do not have to be Jobcentre customers or be in receipt of any specific welfare benefit in order to participate. Likewise, there is no requirement to have been on welfare benefits for a specific duration in order to be eligible.

Potential participants must also be more than 12 months from the labour market to be suitable for IPES.

See Intensive Personalised Employment Support

## **Access to Work**

Access to Work is a grant scheme intended to help people with a disability or health condition to take up or remain in work. An Access to Work grant can pay for special equipment, adaptations or support worker services and help getting to and from work.

Claimants are eligible for Access to Work if they are:

- aged 16 or over
  - disabled or have a health condition that has lasted for or is likely to last for more than 12 months that impacts their ability to work
  - in or about to start employment (employed or self employment) or an agreed job or work trial
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# Enhanced Support Offer

Enhanced Support Offer (ESO) initiatives are entirely voluntary for claimants. The objective of the ESO is to support claimants with health conditions to move closer to the Labour Market through health and employment interventions. We are keen to encourage as many people as possible to take advantage of the support on offer.

**DWP ministers have recently agreed to extend eligibility of the ESO to all Employment and Support Allowance and Universal Credit equivalent claimants on the health journey** to support our wider objectives and open up provision to a wider group of claimants. The **plan for Year 2 of the package** (18/19) is to build upon ESO Year 1 initiatives by:

- continuing the ESO year 1 measures (where appropriate) and scale successful initiatives into larger trials
- invest in new activity which will continue to address the gaps in support, build staff confidence or further enhance the evidence base of what works best to support this claimant group
- introduce integrated employment and health interventions

For more information, see Enhanced Support Offer.

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## Fair Start Scotland

Fair Start Scotland is an employment support service for people who are unemployed, have a disability, health condition or a complex barrier that may be preventing them from finding work.

The service will give eligible participants the right level of support they need to help them overcome any challenges they may face and help them to achieve their potential.

Fair Start Scotland is completely voluntary and participants must be:

- living in Scotland and eligible to work in the United Kingdom
  - 18 years old or over and out of work or
  - aged 16 or 17 years old and are either disabled or in receipt of Employment and Support Allowance or Universal Credit
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## Other generic provision

### Drug and alcohol dependency voluntary referral

If agreed with the claimant, a voluntary referral to a local treatment provider to discuss their dependency issues and treatment options should be made.

The 'Referral to Provision' to-do can be used to record this voluntary referral. The same to-do is used for both mandatory and voluntary referrals for other claimant groups.

Use the District Provision Tool to access a range of provision and specialist partner organisations available to advise and support people with drug or alcohol dependency.

## Help to Claim

Help to Claim is a new service being provided by Citizens Advice and Citizens Advice Scotland to help claimants make a Universal Credit claim and get their first full correct payment. This service includes the following support:

### Multi-channel 'no wrong door' access

Our service will be available, face-to-face, over the phone and online through web-chat and online advice content to allow claimants to access support in the way that's right for them. They can be signposted or referred (post initial application) by the DWP, signposted from third parties or self referral.

### Help to Claim check

We'll check that Universal Credit is the right benefit for a claimant to claim.

### Individual needs assessment

By whatever method claimants come into our service, we'll assess their individual needs to make sure they can get access to the right level of support in the way that's right for them.

### Support to start a Universal Credit claim

Depending on the claimant's level of need, this might include help to:

- set up an email address or a Universal Credit account
- work through claim to-dos
- access Universal Credit phone claim service
- access DWP home visit support

### Completing a claim and getting ready for first payment

Depending on the claimant's level of need, this might include help to:

- verify their identity
- provide additional evidence
- prepare for the practicalities of their first monthly payment
- access adaptations such as direct payments to landlords and conditionality easements
- apply for Advance payments and access additional financial support

Any claimant who requires support to make a new Universal Credit claim or is moving from a Legacy benefit to Universal Credit following a change of circumstances can access Help to Claim.

Help to Claim can be accessed any time until the first full correct payment of Universal Credit is made.

There are no specific eligibility criteria for the type of claimant who can access support - instead this is focused on the types of help a claimant needs.

## **Money Advice**

Some claimants will need money advice for a short period of time - others for longer. Different levels and types of money advice are offered based on the claimant's needs.

## **Pre-employment training**

Pre-employment training is any training to help a claimant move closer to the Labour Market.

Pre-employment training can be full or part-time depending on the claimant's needs. This could include literacy and numeracy skills training, ESOL, ICT training or vocational skills for a sector or job employability skills.

Pre-employment training is often part of a Sector Based Work Academy programme in England and Scotland or a traineeship in England.

## **Movement to Work**

An employer-led approach to helping young people aged 18 to 24 years who are not in education, employment or training.

The Movement to Work programme aims to move the claimant closer to the world of work.

A customer aged 18 to 24 is eligible for Movement to Work from day 1 of their claim.

## **New Enterprise Allowance**

New Enterprise Allowance (NEA) aims to support claimants to start their own business. NEA will support the creation of a business under any structure (for example, sole trader, partnership, co-operative, franchise, limited company) as long as the claimant has a genuine aspiration to build a sustainable business that will be registered in Great Britain.

Claimants must be aged 18 or over. See Full eligibility criteria

## **Skills 2 Succeed**

The Skills to Succeed Academy (SSA) is an online employability skills training site specifically designed to help claimants choose the right career as well as build the key employability skills they need to find and keep a job.

SSA is designed to help younger claimants (aged 18–24) and they are eligible from day 1 of their claim.

## Voluntary work experience

Work experience placements cover a range of sectors and provide claimants who have little or no work-related skills the opportunity to gain valuable experience within a work place.

Work experience gives claimants the opportunity to show they have both job role specific skills and core employability skills such as:

- time management
- organisational skills
- communication skills
- team working skills

It can be added to their CV.

Eligibility is from day 1 of a claimant's Universal Credit claim.

## Sector Based Work Academy programme in England and Scotland

The programme is designed to help claimants who are ready to start work but need help to build their confidence in a way that improves their job prospects and adds relevant skills to their CV.

Claimants are subject to all existing requirements for their Labour Market regime while on the Sector Based Work Academy programme. Placements last up to 6 weeks and consist of 3 parts:

- pre-employment training
- work experience placement
- a guaranteed interview

Eligibility is from day 1 of a claim

## Traineeships in England

A traineeship is an education and training programme designed to give 18 to 24 year olds the skills and experience needed to progress to an apprenticeship or other job. It is targeted at those qualified below level 3 who have minimal work experience but are focused on the prospect of getting a job.

Relevant training is incorporated for participants who don't have a level 2 in maths or English. It is designed to be a stepping stone to an apprenticeship.

Eligibility is from day 1 of a claim for a claimant aged 18 to 24

## Skills screening

Having the correct skills is essential for claimants when they are looking for work or progressing in their current employment. It is therefore vital that claimants are screened from day 1 of claim for essential:

- basic skills
- maths
- English (spoken and written)
- digital capability/information and communications technology

The information gathered will help determine whether the claimant has any potential skills gaps and/or whether they need to reconsider their job goals and enable a referral to appropriate provision.