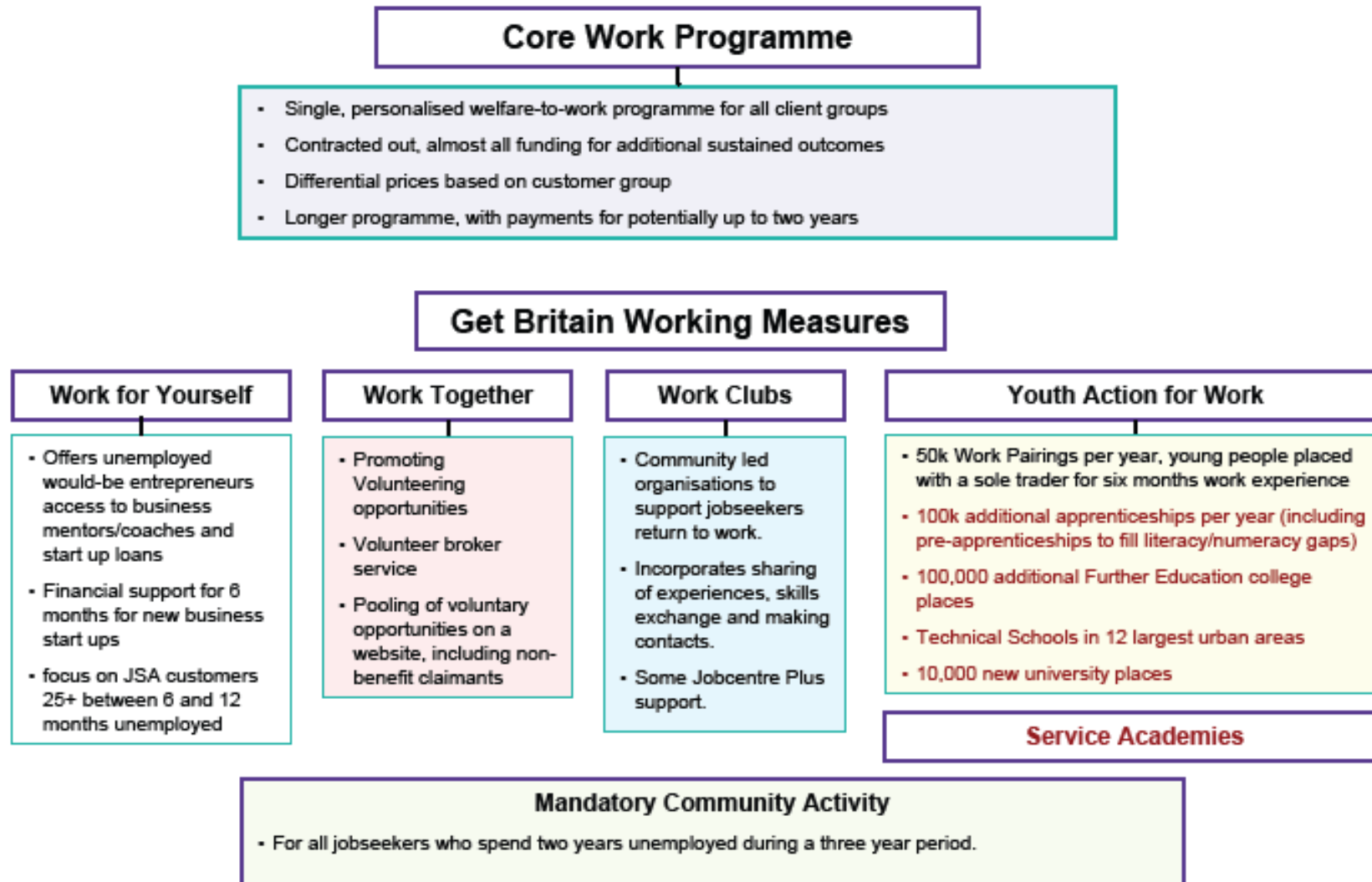


# Jobcentreplus West Yorkshire

# The Work Programme: Overview



# Work Programme

- The Work Programme is the centrepiece of the Government's plans to reform welfare-to-work provision in the UK, and ensure people have the right support as the economy moves out of recession and into recovery.
- It is designed to contribute to the Government's key aims of fighting poverty, supporting the most vulnerable, and helping people break the cycle of benefit dependency.
- The Work Programme will be an integrated package of support providing personalised help for people who find themselves out of work regardless of the benefit they claim. It will provide greater freedom for providers to give people the support they need rather than prescribing one-size-fits-all programmes.
- It will focus on helping people into sustained jobs and pay delivery partners first and foremost by the results they achieve, not the processes they go through.
- Providers will be given the flexibility to design support based on customer need and will be rewarded for keeping people in work and for helping harder-to-help customers.
- The Work Programme will be introduced Nationally in Summer 2011.
- There will be two Providers in West Yorkshire (these will be announced in April 2011).

## **Customer groups who will receive support under the Work Programme**

### **Customer Group Time of Referral Basis for referral**

- **Jobseekers Allowance customers aged 25+ From 12 months**
- **Mandatory Jobseekers Allowance customers aged 18-24 From 9 months**
- **Mandatory Jobseekers Allowance customers who have recently moved from Incapacity Benefit From 3 months**
- **Mandatory Jobseeker Allowance customers facing significant disadvantage (e.g. young people with significant barriers, NEETs, ex offenders) From 3 months Mandatory or voluntary depending on circumstance**
- **All Employment and Support Allowance customers At any time after their Work Capability Assessment**
- **Voluntary Employment and Support Allowance (income related) customers who are placed in the Work Related Activity Group When customers are expected to be fit for work in 3 months Mandatory**

# Get Britain Working

**Work Clubs** offer unemployed people a place to meet, exchange skills, share experiences, find opportunities, make contacts and be supported through the job hunting process to help them in their return to work.

**Work Together** encourages all unemployed people to consider volunteering as a way of improving their employment prospects while they are looking for work. Through voluntary work customers can build, retain or enhance their skills and motivation which can help them into the workplace and provide valuable support to their communities.

**Work Experience** offers 18 - 21 year old unemployed people a period of work experience between two and eight weeks in length. The Host business and young people will receive ongoing support throughout the placement from Jobcentre Plus.

**Enterprise Allowance** helps unemployed people who want to start their own business. It is available to people claiming JSA over 6 months and will provide access to business mentoring and offer financial support of around £2000. (Enterprise Allowance will be introduced later in 2011)

**Service Academies** will offer pre-employment training and work placements for unemployed people. The support will be flexible and responsive to meet the skills needs of those seeking work and the requirements of employers. (Service Academies will be introduced later in 2011)

**Enterprise Clubs** will provide a place where unemployed people who are thinking about setting up their own business can meet, share ideas and receive expert advice and support from local business people. ( There is no implementation date agreed)

# Preparing For Work

## Additional support to help people prepare for work includes

- **Jobcentre Plus Advisers** help, advise and support unemployed people move closer to/or into work. They signpost the individual to a range of suitable provision/expertise assessed on a personal basis.
- **Jobcentre Plus Support Contract** enables individuals to access a range of flexible modules that will help them move into employment.
- **Work Choices** supports people with complex disabilities for whom other DWP provision is not appropriate and those who are in work but under threat of losing their job as a result of disability.
- **European Social Fund** provision supports activities to promote employment opportunities for all. It is especially aimed at people who are disadvantaged in the labour market or who have no or low skills. (A ministerial decision is awaited on the next round of funding).
- **Skills Funding Agency** provide funding for individuals to access further education and skills training delivered through Colleges and Training Providers.
- **Partners** work closely with Jobcentre Plus and provide help, advice and support to unemployed individuals move closer to the labour market i.e. debt advice, community learning opportunities, drug and alcohol support, job search advice and guidance etc.

# Contracted Provision

- We currently have provision pre and post 31/03/2011
- Hand Out's Available

# Disability Services

**Access to Work** assists disabled people who are in paid employment or with a job or a Work Trial to start by providing practical support with overcoming work related obstacles from disability. Access to Work advisers work with customers and their employers to deliver the support required, and reimburse some or all of the costs as agreed in advance. Access to Work funding encourages employers to recruit and retain disabled people by offering practical financial help towards the additional cost of employing a disabled person.

**Residential Training Colleges** provide a unique service to unemployed disabled adults aged 18 and above whose needs are not met through any other government funded programmes. RTCs are unique in that they deliver specific training and programmes for disabled people with complex needs who cannot enter into employment or a work-based environment without the appropriate preparation.

**Work Choice** supports people with complex disabilities for whom other DWP provision is not appropriate and those who are in work but under threat of losing their job as a result of disability. Work Choice is a single streamlined service providing flexible support that is responsive to an individual's employment needs whatever their disability.

**Jobcentre Plus Disability Employment Adviser's** role is to work with disabled customers or those with a health condition and help them overcome the challenges faced when seeking employment. They also support advisers who deal with customers who are disabled or who have a health condition.

**Jobcentre Plus Work Psychologists** offer a range of local services aimed primarily at helping Jobcentre Plus' priority groups progress into work. Jobcentre Plus Work Psychologists also offer training/mentoring services to advisers and undertake project work with priority groups.



# Work Choice

## What is Work Choice?

- Work Choice is a voluntary programme<sup>1</sup>
- Work Choice does not replace mainstream support where this is appropriate for customers (including those on IB) for whom disability is not a critical barrier to work.
- It is a single streamlined and flexible programme based on an effective needs assessment and creation of tailored packages of appropriate support. With Greater focus on job outcomes and customers achieving potential.
- In particular Work Choice:
  - a) Offers new and different types of support for individuals. (including job-coaching and mentoring)
  - b) Focuses on providing tailored support for individuals and employers.
  - c) Provides for long-term help and support for those who need it most, with the emphasis on progression to open employment, where possible.
  - d) Provides for the production of tailored Development Plans as a key component.
- The programme is delivered in 3 modules
  - Module 1 Work Entry Support
  - Module 2 In Work Support
  - Module 3 Longer Term In Work Support

# Who is affected by Work Choice?

- **Work Prep**
  - Customers referred to Work Prep up to and including the 22 October 2010 will not experience any change and will be allowed to complete the programme
- **WORKSTEP**
  - This will end on 22 October 2010 and participants on this programme have the option to transfer to Work Choice and may include a change of provider
- **Job Introduction Scheme**
  - This scheme ends with the introduction of Work Choice. Applications will be accepted up to and including the 22 October 2010

# Providers and Referrals

## Prime Providers

The prime Contractor in West Yorkshire is **Pluss Organisation**

## Remploy

Remploy offer a supported employment service that mirrors Work Choice. The customer must be offered a choice of provider i.e. Work Choice through the Prime contractor or Remploy provision.

## Referrals

All referrals to Work Choice and to Remploy must come through the gatekeeper the DEA . Self-Referrals are no longer permitted. If a provider is approached directly by a customer they should be referred to the DEA. There will be a limited number of Statutory Referral organisations who can introduce potentially suitable participants to providers.

# DEA's

The DEA is the gatekeeper for the Work Choice Programme.

DEA's ensure that disabled people referred to the Work Choice Programme are eligible and suitable.

DEA's are responsible for

- Determining eligibility and suitability
- Developing a working relationship with Providers of Work Choice
- Referral procedures and submission to the Referral opportunity
- Offering Customer Choice of Provider (where a choice is available)
- The Point of contact for the participant if they have any concerns whilst on the programme

# Work Choice - Eligibility and Sustainability

Target Groups for Work Choice are those customers with complex disabilities for whom other DWP provision is not appropriate and those who are in work but under the threat of losing their job as a result of their disability.

## Eligibility

To be eligible a customer must be disabled as defined in the Disability Discrimination Act (DDA) 1995, amended 2005.

## Suitability

Suitable candidates for Work Choice:

- Experience complex work related barriers arising primarily from their disability; AND
- have requirements in work which cannot be overcome through workplace adjustments required under the DDA and/or Access to Work support; AND
- Need longer term support in work and/or help finding work; AND
- Cannot be helped through other DWP programmes; AND
- Following Module 1, expect to be able to work 16 hours per week.

# Changes that happened in 2010

## Key Achievements 2010

- DWP Enquiry Service:
- State Pension Online (SPOL)
- SMS texting:
- Transforming Letters for customers
- Lean in Jobcentre Plus
- A single virtual DWP Contact Centre
- JSA Online extended
- JSA Online Rapid Reclaims
- over 360,000 customers have claimed JSA Online;
- the DWP Enquiry Service has resolved queries for over 206,000 customers;
- 3.9 million customers have used the Benefit Adviser – an online service providing benefit entitlement advice introduced by the DWP Change Programme in April 2008;
- over 230 Lean experts and over 1,300 Lean practitioners are now in place;
- the Lean project has achieved over £370 million in savings for the DWP. This exceeds the target originally set for April 2011.

# Changes coming in 2011

- DWP Bereavement Service available to all DWP customers Feb 2011
- DWP Enquiry Service – update element introduced March 2011
- Automated Service Delivery (ASD) (JSA): April 2011
- Transforming letters for customers – further improvements June 2011
- Benefits Enquiry Service June 2011
- Benefits Update Service September 2011
- Working Age to Pension Age Autumn
- Engaging with your people Autumn
- 2011 will see the delivery of the remaining mandates given to the Programme by the Executive Team. The Programme is on track to deliver in excess of £2bn in savings over the lifetime of its business case and will transform many aspects of the service we offer our customers. The Programme has also laid many of the foundations for the delivery of **Universal Credit**

# Universal Credit

- The single Universal Credit will replace work-related benefits.
- What is the issue with the system at present?  
Perhaps the biggest is how complicated it has become. There are more than 50 different benefits and other payments that people can claim.
- 2.3 million contacts to the Department for Work and Pensions were driven by people contacting the wrong agency and 1.4 million by people contacting the wrong office – it is estimated that £5.2bn a year is wrongly paid out as a result of fraud and error.
- Simplification is the aim, by merging the existing 30 or more work-related benefits - including jobseeker's allowance, housing benefit, child tax credit, working tax credit, income support and employment support allowance - into a single universal payment.
- However, this would be a basic payment with add-ons for different disability and age groups
- Further information is expected and this will be shared – initial thinking has suggested 2013/14 for implementation.