



Department
for Work &
Pensions

Work and Health Programme

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Department for Work and Pensions

Background: Spending Review 2015

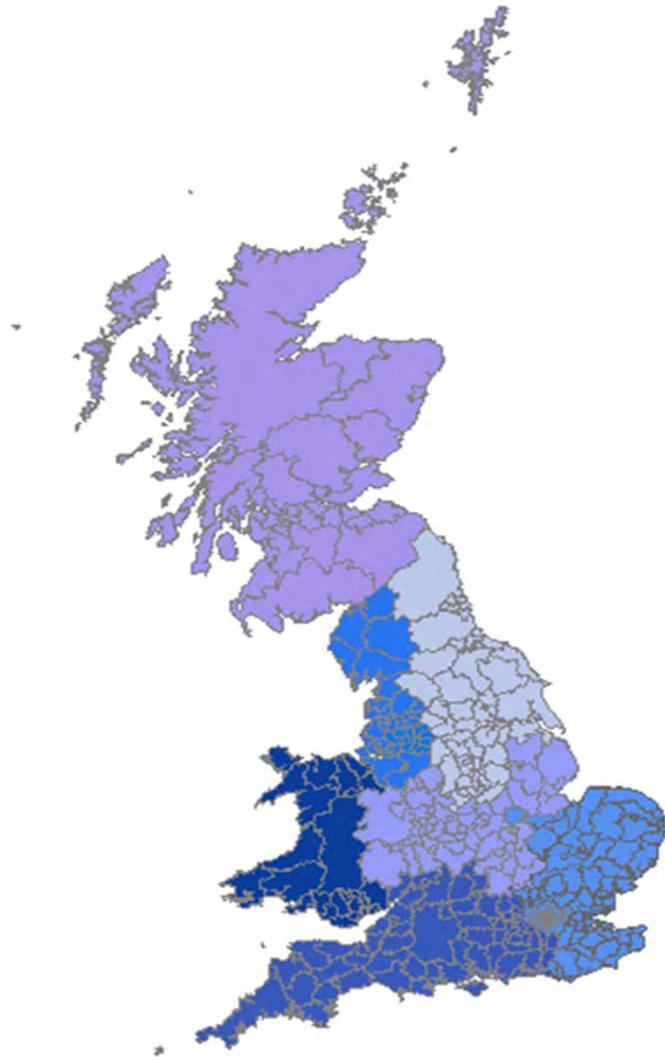
A different labour market requires a different response

- Increased support at start of the claim
- Weekly work search reviews for certain customer groups
- Retaining a menu of additional support for some
- Additional JCP support after 18 months in the intensive work search requirements regime
- Additional support for young people; and Work and Health Programme
- Green paper confirmed investing the new funding announced at Summer Budget 2015 for additional employment support for new ESA and UC claimants with limited capability for work. This includes funding additional places on our existing employment programmes

Work and Health Programme

- SR confirmed funding rising to at least £130 million a year by 2019/20 for the new Work and Health programme
- The programme will start from late 2017 in England and Wales. In line with Scotland Act, employment support for the long term unemployed and disabled people is being devolved to the Scottish Government

Umbrella Agreement for EHRS



- DWP launched commercial process in Oct 2016 for Umbrella Agreement for Employment and Health Related Services which will conclude by the end of the year.
- Multi-supplier framework-type agreement with a four year term.
- DWP envisages calling off a number of contracts under the agreement
- Divided into seven Geographical Lots:
 - Central England (1)
 - North East England (2)
 - North West England (3)
 - Southern England (4),
 - Home Counties (5) and
 - Wales (6)
- Lot 7 is National Lot across England and Wales.
- The position regarding London & Greater Manchester is still under discussion
- The competition amongst “Umbrella Agreement’ suppliers for the Work and Health Programme will begin in early 2017. Indicative total value £554m

WHP Design principles

Key priorities

- Securing **sustained job outcomes** for participants will be primary objective
- Referrals should be **most likely to need and benefit from extra help**
- **Predominantly voluntary for the health and disability group**
- **Work Coaches** will have a key role to play in identifying right people to go on the programme and selling the benefits of the programme to potential participants
- We want people to stay on the programme because they get value from it- a greater emphasis for providers to **engage positively** with all referred participants

Key elements of the provision to include

- **Greater integration with local services and health provision**
- **joint design/co-commissioning** in areas with agreed devolution deals with Government
- **Specialist providers have an important role to play in the programme-** we need that expertise

Who is the eligible group for the Programme? (1)

It is expected that the Programme will support individuals from the following participant groups:

- A **person with a disability**, as defined in the Equality Act 2010 can volunteer to join the programme at any time including additional places for eligible and suitable WRAG claimants
- **Long Term Unemployed (LTU)** – these will be claimants in the intensive work search regime in Universal Credit or JSA claimants - who have not moved into employment within 24 months of their claim
- **Specified early entrant groups** that are Government policy priorities
 - an ex-offender
 - an ex-carer
 - a homeless person
 - an ex-HM Armed Forces personnel participant
 - an HM Armed Forces reservist participant
 - a partner of current or former Armed Forces personnel
 - a person for whom a drug/alcohol dependency (including a history of) presents a significant barrier to employment
 - a care leaver

Who is the eligible group for the Programme? (2)

We are currently designing the referral process but our current expectation is

- JCP Work Coaches will determine whether someone should be referred to the programme.
- An individual can be referred on a targeted basis, by a work coach when the following criteria are met:
 - that Jobcentre Plus (JCP) has already helped the individual with their core job search activity
 - the claimant needs more support than can be provided within the standard JCP offer (or through other available services and provision)
 - the individual can be helped by the offer
 - that the claimant is able to achieve the goal of finding employment within a realistic time period. We are setting a guideline of one year
- **We expect the majority of referrals to the programme to be disabled people**

How will we help Work Coaches make the right referral decision for claimants with a Health Condition or Disability?

Step	Action
<p>1. Work coach support</p>	<p>A work coach will spend time getting to know their claimant, their support needs and providing support with core work search skills within the JCP or using local provision to provide this.</p> <p>To support this, work coaches will use information collected about the claimant including at the Health and Work Conversation, as well as available attitudinal evaluation tools and making use of data that has been collected on the UC system.</p>
<p>2. Use of a identification tool to confirm eligibility and suitability</p>	<p>The work coach will use a identification tool to confirm that the individual they think would benefit from the programme is both eligible and suitable.</p> <p>We plan to test the identification tool in advance of October 2017, learning the lessons from the Specialist Employability Support, to ensure it is sufficiently robust to identify the right individuals in the right numbers.</p>
<p>3. Quality Assurance</p>	<p>We are exploring the benefit of a 'gatekeeper function' who would review the referral from the work coach to ensure both consistency in referral volumes as well as appropriateness of claimants.</p> <p>The gatekeeper role will need further exploration and agreement including resource/funding implications.</p>

How will support on the WHP be different to that provided within JCP?

The programme should always provide: **more and additional support** than can be provided by JCP

The provider is expected to:

- provide all participants, **with more intensive, tailored support offer** than can be provided by JCP
- provide **high quality support and experience, and utilise contacts** enabling providers to offer **unique** support to claimants
- have **strong links to national and local employers** to identify employment needs, carve out roles and provide bespoke training to enable better matching of skills to roles
- provide **light touch in-work support** when participants start work for those that need it, working closely with JCP and others to put in place continued support when provider support ends.
- bring a **different and refreshed energy and approach, for LTU claimants** who reach two years

Programme participation

- Participants will remain on the programme for up to 15 months of job finding support
- If in that period they find a job they will stay on the programme until they achieve a sustained Job Outcome
- If after 15 months support they do not find a job they return to the JCP offer
- Following a job start, the provider will be required to provide light touch in-work support, for the participant if the provider and claimant agree it is necessary in order for the claimant to remain in work.
- In-work support will continue until a sustained Job Outcome is achieved (not indefinitely) and arrangements for continuation of support are in place if necessary before the provider support ceases.
- The details and type of support will be set out by providers in their bids and should complement other in work support.

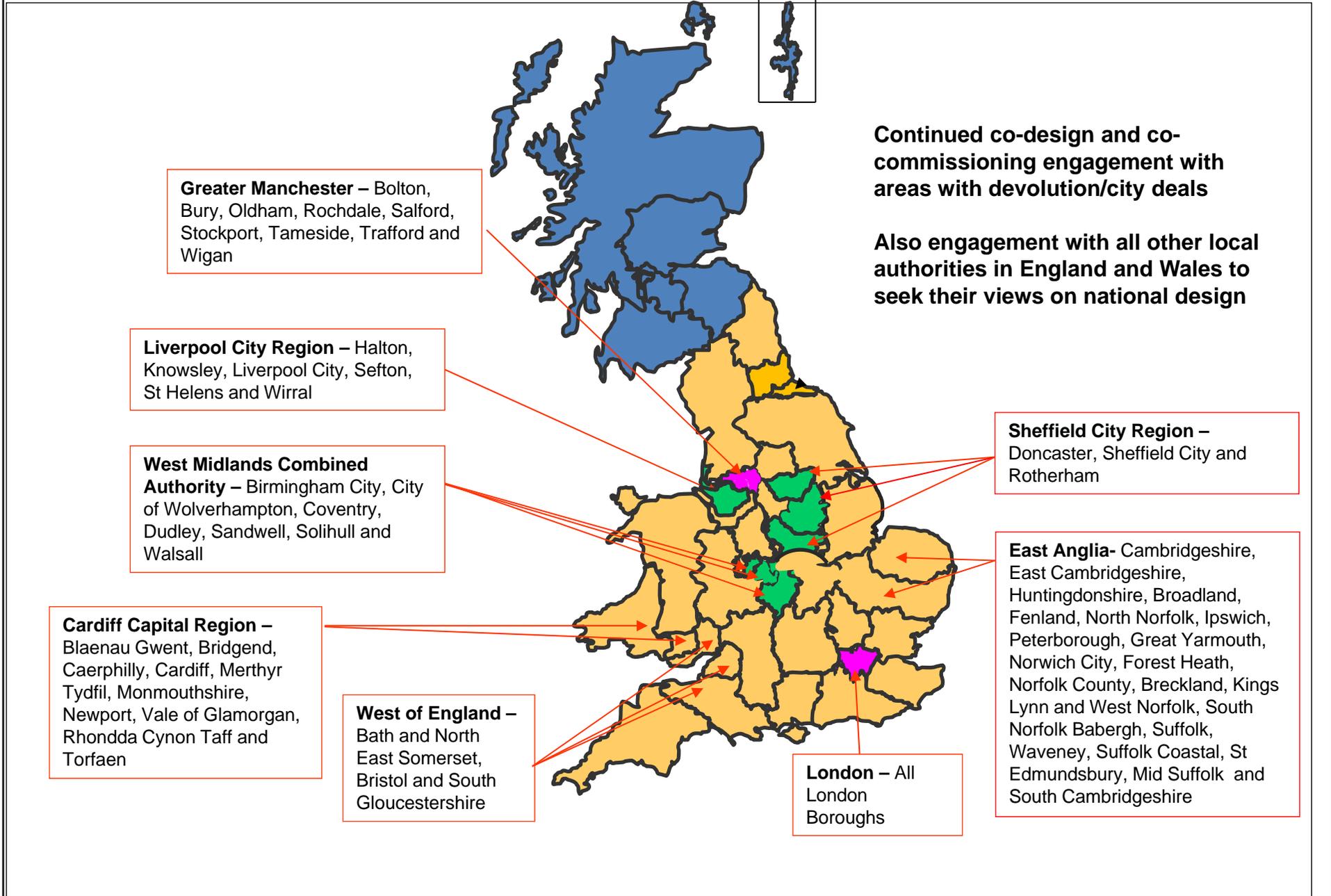
Funding model

- Expected to be two distinct elements to the WHP funding model. Providers will be paid:
 - a **Delivery Fee**; and
 - an **Outcome Fee**, which will include a price acceleration element
- Funding model that drives performance and rewards the market for accepting levels of risk
- **Delivery Fee** enables investment in providing support for those furthest from the labour market and supports the wider infrastructure of the market, including funds flow down the supply chain
- **Payment by Results** is a way of delivering services where all or part of the payment is contingent on achieving specified outcomes
- A price accelerator model aims to deliver better performance by increasing the return for investment in the hardest to help

Local Integration with skills and health

- Providers will be expected to demonstrate how they will link up with the following in order to support employment outcomes:
 - health and social care services, and
 - other local services
- Providers will be expected to take an holistic approach to tackling barriers to employment by supporting claimants on the WHP.
- We are developing our approach to both how we expect providers to integrate and how we commission in the commercial process

Key elements of the provision provided through the programme include greater integration with local services and health provision





Any Questions?

ANNEX- Beyond the Work and Health Programme – support for those who are further away from the Labour Market

Enhanced Support Offer for the WRAG/LCW

Specialist Employability Support

Work Choice Protected Places

Questions to consider

- *In your experience, what support is most effective for this group?*
- *What aspects of current contracted provision work well and what aspects could be improved?*
- *How can we take this a step further and do more with providers and Access to Work to help people into unsupported work?*
- *How can Central Government learn lessons from the extensive support provided beyond Government programmes to those with significant work barriers?*