

Withdrawn

This publication is withdrawn.

This publication is no longer current.

CPA 18 Work Programme Provider Guidance

Chapter 13 – Accessing Other Programmes, Schemes, Grants and Incentives

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Overview

1. The Work Programme will support a wide range of different participants, from different benefits. Beyond the Work Programme, there are a range of major national programmes, schemes, grants and incentives used to support unemployed people into work. Some Work Programme participants can access these initiatives.
2. Access to these initiatives is subject to a range of criteria and will, in some cases, be limited by the availability of places. You are expected to broker agreements with other service providers or Jobcentre Plus to allow participants to access these initiatives, if appropriate.
3. Eligibility and suitability should be considered on an individual basis. You are expected to understand what each initiative can provide, what the eligibility and suitability criteria are, and how to refer a participant who may benefit. You should not assume that Work Programme participants are automatically entitled to access the initiative programme/scheme/grant/incentive.

Please Note: This guidance only includes key programmes, schemes, grants or incentives available nationally. Pilots and local initiatives are not included. You are expected to work with your local strategic partners to identify other relevant local initiatives and put in place systems to allow participants to access these initiatives, if they are deemed appropriate.

4. The following initiatives can be accessed by claimants who are participating in the Work Programme:



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- [Access To Work](#)
- [Jobcentre Plus Work Trials](#)
- [European Social Fund \(ESF\) Provision](#)
- [Individual Learning Account \(ILA\) Scotland](#)
- [Learndirect \(England and Wales\)](#)
- [Skills Development Scotland](#)
- [Prince's Trust programmes](#)
- [Education and Skills Funding Agency](#)
- [Substance Misuse Treatment Services \(England only\)](#)
- [Wheels to Work](#).

Access to Work (AtW)

What it can provide

5. AtW provides practical advice and supports disabled people to overcome work related barriers. AtW can also provide a grant towards additional support relating to their disability that the person would need to do their job.
6. 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 over and above what is required by law
 - 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.
7. In some cases (for example, larger employers) DWP and the employer will share these extra costs. The AtW adviser can advise you and the participant of this.

Eligibility

8. AtW is available to people who have a disability, long term health or mental health condition that is likely to last for 12 months or more.
9. To receive 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)



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- be in employment, whether as an employed or self-employed person, but not in voluntary work
 - be earning at least the National Living Wage or 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).
 - National Living Wage is applicable to those aged 25 or over (but not in the first year of an apprenticeship)
 - National Minimum Wage is applicable to those aged under 25; and National Minimum Wage rates do not apply to people on apprenticeships.
 - be in need of help at a job interview with an employer. It is normally used by hearing-impaired Customers but it is available to anyone who has a disability which affects their ability to communicate. It is available for all job interviews, including internal promotion.
10. Communication Support at an interview cannot be used for:
- communication within a job such as job induction and job reviews, when you should consider a Support Worker
 - for Customers attending interviews with a Disability Employment Adviser, Jobcentre Plus Specialist Adviser or other DWP staff.
 - for attending other DWP programmes such as the Work Programme and Work and Health Programme.
11. Interpreters or communicators are to be employed in a format understood by the individual Customer such as British Sign Language (BSL) or lip speaking
12. or
- be about to start employment
 - 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 Employment and Support Allowance (ESA) and/or NI credits only (or will cease to claim whilst in work) unless the Customer is about to start a JCP agreed Work Trial; 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



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

How to refer a Work Programme participant

13. AtW is delivered through AtW Advisers. AtW Advisers can offer advice to Customers and employers.
14. Customers should apply for AtW support online at the [AtW section of GOV.UK](#).
15. Alternatively, Customers can contact the AtW Service Centre on 0800 1217479 (Textphone 0800 1217579) to make their application.

Lines are open 8am to 6pm Monday to Friday and an e-mail address is available [here](#).

16. Customers should contact the Service Centre themselves. Therefore, if a Customer appears eligible for Access to Work you should explain to them that they should contact AtW and provide them with the relevant telephone number.
17. The Service Centre will:
 - check their eligibility
 - take their application and pass it to an AtW 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.

Jobcentre Plus Work Trials

What it can provide

18. Jobcentre Plus Work Trials provide an excellent opportunity for unemployed claimants to prove themselves to an employer without giving up the security of benefit. Work Trials are beneficial where there is some doubt on either side that the job and the claimant are suitable for each other following a formal interview for a vacant position.
19. Work Trials are designed to give a short trial period in the actual job. For the duration of the Work Trial, the participant is the only person under consideration for the job, which is theirs if the trial is successful. The participant takes part without obligation.



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20. Eligible job vacancies, including apprenticeships, must meet the following criteria:
 - the employer has an actual vacancy that they are looking to fill
 - the vacancy is for 16 hours per week or more
 - the vacancy is expected to last at least 13 weeks
 - the vacancy is in the United Kingdom
 - the vacancy is not covered by the Jobcentre Plus 'vacancies you must not service' criteria.
21. Jobcentre Plus Work Coaches will ensure the vacancy is not covered by the 'vacancies you must not service' criteria, so as long as Providers are confident the job meets the other criteria, a referral to the Jobcentre Plus office can be made.
22. The length of a Work Trial is decided on a case by case basis but is generally just for a few days. In exceptional circumstances Work Trials can be incrementally increased up to a maximum of 30 working days.
23. To ensure that a participant is not out of pocket, the Work Programme Provider is responsible for the payment of the participant's travel/ overnight subsistence and childcare expenses whilst undertaking the Work Trial.
24. All Work Programme participants are eligible to take part in a Jobcentre Plus Work Trial. However, a Work Trial must be authorised by a Jobcentre Plus Work Coach and one may not be appropriate on every occasion, even if the participant is Work Trial eligible.
25. Disabled people taking part in a Work Trial can also apply for advice and support from AtW. This should encourage more disabled people to take up the opportunity to try out work.

How to refer a customer

26. Providers must refer any participant wishing to take part in a Work Trial to Jobcentre Plus at the appropriate point, that is, after an interview for a vacant post. This can be via a telephone call or email, but agreement must be gained from the Jobcentre Plus office in advance that they can see the participant (that is, an appointment can be arranged) before the participant is directed to the Jobcentre Plus office.
27. Work Programme Participants should not approach Jobcentre Plus directly about participating in a Work Trial. Any participant contacting Jobcentre Plus directly will be advised to speak to their Provider in the first instance, who will refer them back to Jobcentre Plus.

European Social Fund (ESF) Provision

Additional Support for Prison Leavers

28. ESF 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.
29. ESF provision may already be in place for prison leavers who make their claim to Jobseeker's Allowance (JSA) either prior to or within 13 weeks of their release.
30. The ESF provider should contact you to discuss what they are already providing for the participant to ensure there is no overlap between their provision and anything you have planned.
31. In cases where the prison leaver does not make a claim within 13 weeks and is referred to Work Programme at a later date, ESF provision can also be accessed if the provision complements and does not duplicate anything that you or your supply chain are able to deliver. However, you are unable to mandate participants to undertake ESF provision.

Eligibility

32. Only prison leavers who make a claim to JSA are eligible.

How to Refer

33. To refer a participant you should contact the ESF provider in your area and discuss with them the reason for your referral

Individual Learning Account (ILA) Scotland

What it can provide

34. ILA Scotland is a Scottish Government scheme that helps with the cost of learning.

Eligibility

35. ILA Work Programme participants who are 16 or over, living in Scotland could access up to £200 towards a wide range of courses. ILA Scotland (funding through a learner account) is available to Work Programme participants who:
 - are aged 16 or over
 - live in Scotland
 - have an income of £22,000 a year or less or receive one of the benefits listed below.



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36. If your participants currently receive one of the following benefits they can apply for an ILA Scotland learner account:
- Carer's Allowance
 - Child Tax Credit (maximum rate).
 - JSA
 - IS
 - ESA
 - Pension Credit (also known as State Pension Credit).
37. There is a wide range of courses available including counselling skills, European Computer Driving License, ECDL, accounting, First Aid, graphic design and conversational Spanish. Study can be with any ILA Scotland approved provider, including learning centres, local colleges, universities and private training companies.

How to refer a Work Programme participant

38. To request an application pack or to find out more, participants should call the ILA Scotland helpline free on 0800 917 8000 or visit [My World of Work](#)

Learndirect (England and Wales)

What it can provide

39. Learndirect provide flexible learning for adults wanting to improve existing skills or to learn new ones. This is delivered by Learndirect Ltd, who use a network of training providers in England and Wales.
40. The aims of Learndirect are to:
- reach those with few skills and qualifications who are unlikely to take part in traditional forms of learning
 - equip people with the skills they need for employability
 - deliver this innovatively through the use of new technologies.
41. Learndirect offers around 630 different courses covering a range of subjects, including management, Information Technology and basic skills in literacy. These are delivered in two ways:
- Learndirect Skills and Qualifications – for employers and employees
 - Learndirect Business – which provides off-the-shelf and work based e-learning courses to employers and their employees.

Eligibility

42. Work Programme participants in England and Wales can take up places (where available) on existing Learndirect courses where an agreement to do so has been brokered between yourselves and Learndirect.

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How to refer a Work Programme participant

43. It is advisable that you refer to the [Learndirect website](#) for details of all the courses and support they can provide. For information on courses in Wales refer to Learndirect Cymru at [Learndirect Wales](#).
44. For specific queries on Learndirect, either you or participants can call **0800 101 901**.

Further information

45. Also under the Learndirect umbrella is:

National Careers Service (NCS) in England/Careers Wales

46. [NCS](#) offers face-to-face advice on training opportunities learning and employment. The service offers participants help to identify and improve their skills, support to address basic skills needs, understand the local labour market, develop their Curriculum Vitae (CV) and support them with job search.
47. If your participant requires general careers advice or help in locating a course or information and advice about qualifications or funding, please advise them to call NCS/Careers Wales on 0800 100 900.
48. In England the service is open between 8am and 10pm seven days a week. In Wales the service is available between 9am to 9pm Monday to Friday, from 9am to noon Saturday and is closed on Sunday.
49. For participants in England who require in-depth guidance on skills, careers and labour markets, please refer your participants to NCS.
50. NCS offers face-to-face advice on training opportunities learning and employment. The service offers participants help to identify and improve their skills, support to address basic skills needs, understand the local labour market, develop their CV and support them with Jobsearch.
51. Upon contacting NCS a guidance adviser will arrange a call-back with your participant. If guidance advisers are busy, a call will be automatically transferred to another adviser group who will arrange the call-back appointment with a guidance adviser.
52. This will ensure that the guidance adviser can recognise a call as a guidance referral. This dedicated number should only be used for guidance related referrals by one of your advisers.

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53. In Wales, in-depth careers guidance is available from Careers Wales. Contractors should liaise with their local Careers Wales offices to agree local referral practice. Local offices can be located at [Careers Wales](#).

Skills Development Scotland (SDS)

What it can provide

54. SDS helps individuals and businesses in Scotland to access appropriate learning and development opportunities and associated funding.
55. SDS has 500 learning centres across the country, which Work Programme participants can be referred to. SDS offer e-learning to these centres free of charge, but do not fund the support that goes with them, nor any costs for access to computers.

Eligibility

56. Work Programme participants can take up place on existing SDS courses where an agreement to do so has been brokered between you and SDS.

How to refer a Work Programme participant

57. For more details go to [My World of Work](#). Participants can call free on 0800 917 8000, businesses should call 0800 783 6000.

Further information

58. Also under the SDS umbrella is:

Careers advice in Scotland

59. If your participant requires general careers advice or information such as help in locating a course or information and advice about qualifications or funding in Scotland, they should call into their local Careers Scotland branch, call 0800 917 8000 or access details of the full services available on [Skills Development Scotland](#).

Prince's Trust programmes

What it can provide

60. The Prince's Trust is a charitable organisation that provides practical and financial support to young people who are not in work, education or training. They help young people develop key skills, confidence and motivation, enabling them to move into work, education or training.
61. The Prince's Trust run several programmes that encourage young people to take responsibility for themselves – helping them build the life they choose. Work Programme participants may be able to participate in the following Prince's Trust programmes:



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- [Enterprise Programme](#)
- [Get Into Programme](#)
- [Team Programme](#)
- [Get Started](#)
- [Fairbridge Access Course](#)
- [Fairbridge Follow-on Programme](#).

62. In Wales the Team Programme may not be available to Work Programme participants in every location. You should contact Prince's Trust locally to confirm.

Enterprise Programme

63. The Prince's Trust Enterprise Programme helps people to explore and test their business ideas, write business plans and start their own businesses or achieve alternative goals in education, training or work.

64. The Enterprise Programme is for people who:

- have a business idea they want help to explore
- are aged 18-30
- are unemployed or working less than 16 hours a week
- live in England, Scotland, Wales or Northern Ireland.

65. You should contact Prince's Trust to discuss local arrangements and costs.

Get Into Programme

66. This programme is for young people aged 16-25 who are unemployed. The programme provides short courses that give people the opportunity to develop the relevant vocational training and experience to enable them to move into a sustainable job in a specific sector of work, such as retail, construction or hospitality.

67. You should contact Prince's Trust to discuss local arrangements and costs

Team Programme

68. The Team Programme is for UK residents aged 16-25 who are unemployed. It is free and will not affect entitlement to JSA, provided entitlement conditions continue to be met.

69. The programme offers:

- practical skills that help participants in work and life
- career advice and help with job-hunting and CVs
- a nationally recognised qualification
- work on community projects
- an action-packed residential week.

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70. You should contact Prince's Trust to discuss local arrangements and costs.

Get Started

71. Get Started is an engagement programme for 16-25 year olds who are unemployed and lack the confidence or motivation to move forwards. It aims to re-engage young people furthest from the jobs market and help them increase their confidence, motivation, personal and social skills and employability and move into education, training or employment. Programmes include 'Get Started with Football' and 'Get Started with Music.'

72. You should contact Prince's Trust to discuss local arrangements and costs.

Fairbridge Access Course

73. JSA claimants may take part in the Access Course (after agreeing participation with their Jobcentre Plus Work Coach) as full-time employment related training. JSA claimants are able to attend one course of up to two weeks in a 52 week period, so it is important that the adviser checks that the claimant has not previously participated training under this rule. The access course must be deemed the most suitable option for the claimant.

74. The Jobcentre Work Coach will require claimants to complete a 'Treated as available or excused attendance' form (ES673JP) before they start.

75. The residential element lasts between one and three days, so JSA via Severe Hardship Route is not generally affected. However, this cannot be guaranteed as JSA via Severe Hardship route for 16/17 year olds is based upon individual needs.

76. If an entitlement ceases, the young person will have to re-register at Connexions and may reclaim Housing Benefit.

Fairbridge Follow-on Programme

77. The Follow-on Programme may be undertaken on a part-time basis and claimants may remain on JSA, providing that :

- they remain available for and actively seeking employment in accordance with their Jobseeker's Agreement (JSAg)
- jobseeking activities have been incorporated into the programme in order to comply with JSA regulations
- claimants can and must attend the Jobcentre as required – usually fortnightly
- participation on the Follow-on Programme is part-time and less than 16 hours per week
- claimants notify their adviser before attending any residential periods during the Follow-on Programme, and agree the period away and complete 'Going away from home' (ES674JP) form.

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78. In order for JSA participants to be treated as actively seeking employment for two benefit weeks in a 12 month period if they are away from home, they must remain in Great Britain and remain available for work but, can be treated as actively seeking employment for the period that they are away. JSA claimants who have already used their two week entitlement as described above, will have to remain available for and actively seek employment during their time away. Job seeking activity is incorporated into the Follow-on Programme.

Eligibility

79. Your organisation may have contacted the Prince's Trust and negotiated a Service Level Agreement (SLA) to allow Work Programme participants to access the provision. If so, participation will be subject to the SLA and availability of places.

How to refer a Work Programme participant

80. How Work Programme provision operates in relation to the support offered is dependent on the agreement reached between your organisation and the Prince's Trust.

Education and Skills Funding Agency (ESFA)

What it can provide

81. The ESFA invest £4 billion per year of public spending in colleges and training organisations (including employers), to fund training for adults in England. The skills training funded enables people to do their jobs better, get new jobs or progress in their careers.
82. The ESFA allocate funding to colleges and other skills and training organisations who have discretion over expenditure to meet the needs of local businesses and communities.
83. The ESFA also house the National Apprenticeship Service, which operates throughout the country, working to develop the relationship with business to drive forward the government's ambition for increasing [apprenticeships](#).
84. The NCS (part of the ESFA) will direct learners and employers to the right training for them or their workforce.

Eligibility

85. All ESFA provision is available to Work Programme participants aged 19 and over and is delivered by ESFA training providers. Your local ESFA office should be able to provide information on how participants can access this provision.

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Please Note: For participants aged 18 the ESFA provision is not available but these participants can access learning via the [ESFA](#).

How to refer a Work Programme participant

86. Further information about ESFA provision can be accessed from the website at [ESFA](#).

Substance Misuse Treatment Services (England Only)

What it can provide

87. Claimants with substance misuse problems may be some of the most complex that are referred to the Work Programme by Jobcentre Plus. Many substance misusers will have a combination of physical and mental health problems, offending histories and limited education, skills and employment experience. Coupled with their drug or alcohol misuse, this combination of factors may pose a significant challenge to helping them into employment.
88. The government's [Drug and alcohol strategy](#) focusses on the support that people need to recover from their substance misuse. It emphasises the importance of employment as a key outcome of drug treatment with evidence indicating that getting a job helps to secure and sustain the gains made whilst in treatment.
89. The role of drug and alcohol treatment providers is to provide a range of medical or psychological interventions, depending on the needs of the individual, some of which may be more intensive in duration and requirement. As part of the care planning process that takes place in treatment, people will be encouraged to address the range of needs that are related to their substance misuse agree and goals, including those related to education and employment.
90. Since April 2009, treatment providers have been working closely with Jobcentre Plus to offer a more joined up approach to addressing the employment related needs of people in treatment. This has been embodied in the '[Joint working protocol for Jobcentre Plus and treatment providers \(Dec 2010\)](#).'
91. A similarly close relationship now needs to be developed between Work Programme providers and treatment providers to ensure that the intensive support that will be required to deliver employment services to this customer group are aligned with the support that is being provided by the drug or alcohol treatment provider. Also, any actions agreed with the customer need to be proportionate to the activities claimants are required to undertake as part of the treatment programme, some of which may require intensive medical or psychological interventions.



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92. Links should also be made with local treatment providers so that Work Programme staff know where to refer a claimant who is not in treatment, but has a substance misuse problem that has not previously been identified by Jobcentre Plus. Jobcentre Plus offices have agreed a 'Single Point of Contact' (SPoC) with local treatment providers and this should be shared with Work Programme providers.

Eligibility

93. Anyone with a drug or alcohol problem can seek treatment for their problem.

How to refer a customer

94. Drug treatment may be provided separately to the alcohol treatment, or together. Work Programme providers will need to establish contacts with commissioners of drug and alcohol treatment in each local authority and familiarise themselves with the treatment providers in each of their contract package area.
95. Many local authorities have published a directory of drug and alcohol treatment services as well as information on the agreed screening and referral processes from agencies such as Jobcentre Plus, Social Services or local housing departments. Work Programme providers will now need to be able to support those claimants with a substance misuse problem who are not currently accessing treatment.
96. Where the customer is already in treatment and a referral is not required, close contact will still be required for reasons outlined above.
97. To assist the referral process Work Programme providers can choose to use the following referral forms on the [Drugwise](#) web page when communicating with or sharing information with the local service.

Wheels to Work Scheme (W2W)

121. W2W is designed to provide transport solutions for those who experience barriers to education, training and employment because of inadequate public or private transport.

What it can provide

122. W2W is a scheme that you may choose to use to help a participant into work.
123. It can include loans of mopeds, scooters or bicycles as well as travel planning, advice or subsidised travel tickets.
124. The scheme provides:
- compulsory basic training for the use of mopeds or scooters
 - insurance

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- Vehicle Excise Duty
- maintenance of the vehicle.

125. Participants may also receive protective equipment, however in some cases these costs will have to be covered by the client.

How to refer a participant

126. If you choose to refer a participant to the W2W scheme you should contact your local W2W organisation, who will assess participants for suitability to take part in the W2W programme.
127. You should be aware that you will be expected to provide enough funding to enable participants to get on to the scheme and guarantee consistent transport until they receive their first salary payment.
128. A contribution of approximately £20 per week is required from the client and they should always have to pay the weekly loan fees for their vehicle as soon as they are able to do so. This encourages responsibility and helps clients to budget for their future transport costs.
129. It is anticipated that a participant may need to use the scheme for approximately six months until they have obtained their own vehicle.
130. A full list of W2W providers can be found on [Wheels to Work](#) website.