



Department  
for Work &  
Pensions

# SR13 Conditionality & Help to Work Packages

## April 2014 Changes - High-level Overview

### Presentation for Stakeholders

Author: SR13 Conditionality & Help to Work Packages Project

V1.0 – 13 March 2014

# SR13 Conditionality and Help to Work Packages

## Purpose of these presentations

- These presentations provide a high-level overview of changes that are being introduced from 28 April 2014.
- The SR13 Conditionality Package relates to pre-Work Programme Jobseeker's Allowance (JSA) claimants and lone parents. Changes will also be introduced for Universal Credit claimants who are subject to intensive work search requirements, from summer 2014.
- The Help to Work Package relates to JSA claimants who remain on benefit following completion of the Work Programme, and to Universal Credit claimants who are subject to intensive work search requirements who complete the Work Programme from summer 2014.
- These two presentations can be used together or as stand alone presentations.



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# SR13 Conditionality Package

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# SR13 Conditionality Package

## Background

- A core theme of the Government's welfare reform policies is increasing what is required of claimants in exchange for benefits and strengthening how DWP monitor compliance with that increased conditionality.
- In the Spending Review 2013, measures were agreed to deliver increased conditionality and compliance. Introducing these measures increases the requirements placed upon all jobseekers and maintains the momentum to help claimants enter employment at the earliest opportunity.
- This presentation provides information about the four measures that will be introduced in England, Scotland and Wales from 28 April 2014. Two of the measures will be phased in between 28 April 2014 and October 2014. This will help maintain the high level of service that we aim to provide to all claimants. Staff will be advised in advance of the date that the phased measures will roll out in their Jobcentre.
- It also includes a fifth measure, that will be introduced in England only from 28 April 2014.
- Claimants who fail to comply with any mandatory requirement may be subject to a sanction and their benefit may be affected.

# SR13 Conditionality Package cont

**The Package comprises the following measures:**

**For certain JSA pre-Work Programme claimants**

- **Go-live from 28 April 2014**
  - Quarterly Work Search Interviews
  - English Language Requirement (in England only)
- **Phased in between 28 April 2014 and October 2014**
  - Day One Conditionality
  - Weekly Work Search Reviews

**For certain Lone Parents who are entitled to Income Support, Employment and Support Allowance (ESA) or Universal Credit**

- **Go-live from 28 April 2014**
  - Increasing Lone Parent Conditionality

# SR13 Conditionality Package

## Quarterly Work Search Interviews

This measure will go-live from 28 April 2014.

- This will affect all new JSA claimants (new and old style) who start their claim from 27 January 2014 onwards.
- The first interviews will take place starting from 28 April 2014.

## Quarterly Work Search Interviews cont

- Claimants will be required to attend a 20 minute Quarterly Work Search Interview every 13 weeks.
- The interview will follow the same structure as the diagnostic element of an Initial Work Search Interview and will be used to review the previous quarter's activities with a view of maintaining momentum, widening worksearch, checking skills, reviewing the Jobseeker's Agreement/Claimant Commitment, and checking compliance and any changes in circumstances.
- Where possible, claimants should be called in for the interview on their normal signing day, in which case no additional expenses would be paid.

# SR13 Conditionality Package

## English Language Requirement

**England only** - this measure will go-live from 28 April 2014.

- This will affect all new JSA claimants (new and old style) who attend an Initial Work Search Interview from 28 April 2014 onwards.
- It applies equally to UK nationals, European Economic Area (EEA) and non EEA nationals.

### **Scotland and Wales**

- Discussions are ongoing with the Scottish and Welsh Governments about introducing this measure.

# English Language Requirement cont

- A lack of English language skills can be a barrier to finding work. At the Initial Work Search Interview, all claimants will be screened for English speaking and listening skills below Entry Level 2 (expected ability at age 7-9).
- Those claimants who require English Language training will be mandated to attend a full assessment completed by a provider and where appropriate, mandated to attend English Language Training to improve their language skills, with the intention of improving their prospects of finding employment.
- The training will generally last between 7 and 20 weeks, for between 8 and 16 hours a week. While training, claimants will still be expected to attend the jobcentre and undertake their agreed activities, such as looking for work, as a condition of claiming benefits.
- If a claimant remains unemployed at the end of their training, their Work Coach will discuss the appropriate next steps.
- Claimants who fail their final assessment and who are not likely to move quickly into work may be re-mandated to continue their course, if this is appropriate in their circumstances.
- Claimants will be able to seek reimbursement for travel and childcare costs.

# SR13 Conditionality Package

## Day One Conditionality

This measure will be phased in between 28 April 2014 and October 2014.

- It will apply to all new pre-Work Programme JSA (new and old style) claimants from the date that this measure rolls out in their Jobcentre.

# Day One Conditionality cont

- This measure is firmly aligned to the Claimant Commitment and the cultural transformation envisaged by Universal Credit, by enabling claimants to demonstrate positive job seeking behaviours from day one of their claim.
- Approximately 80% of claimants claim via JSA Online (JSAOL). Prior to their Initial Work Search Interview, they will be requested to:
  - set up an email address
  - prepare a suitable CV
  - register on Universal Jobmatch
- From the date that Jobcentres roll out this measure:
  - if the claimant has not completed the above, at the interview, the Work Coach will review the reasons. If the Work Coach is satisfied that the requirements are appropriate, the claimant will be mandated to complete them via a Jobseeker's Direction or a mandatory work-preparation requirement.
  - for claimants who do not claim online they will be seen by a Work Coach typically within 3 days. The Work Coach will use the Jobseeker's Agreement/Claimant Commitment to support the claimant to complete these requirements in the shortest period of time appropriate to their circumstances.
  - claimants who do not have digital skills will be supported by their Work Coach to attend free skills training, to maximise their chances of finding work.
- Claimants who claim via JSAOL will be signposted to the National Careers Service online offer. This will be the 1<sup>st</sup> stage of a revised skills screening which will lead to an online skills assessment starting from October 2014.

# SR13 Conditionality Package

## Weekly Work Search Reviews

This measure will be phased in between 28 April 2014 and October 2014.

- It will apply to 50% of all pre-Work Programme JSA (new and old style) claimants from the date that this measure rolls out in their Jobcentre.

# Weekly Work Search Reviews cont

- Work Coaches will use their discretion to decide which of their claimants would benefit from an additional Weekly Work Search Review, the focus given to those who need extra support or who are not fully engaging with the system.
- The support is flexible and will be tailored to the customer's need. Claimants will be selected for an additional weekly face-to-face intervention at points in their claim where Work Coaches feel it would be most beneficial, for example to follow up on Jobseeker's Directions/Work-Preparation Requirements or where a claimant is lacking motivation or needs additional support or guidance.
- Travel expenses are available for claimants, for appointments outside of their fortnightly signing.

# SR13 Conditionality Package

## Increasing Lone Parent Conditionality

This measure will go-live from 28 April 2014 (subject to regulation changes).

- The frequency and duration of Work-focused Interviews will change for certain lone parents.
- Mandatory Work-Related Activity is being introduced for certain lone parents and nominated or responsible carers with a youngest child aged 3 or 4.
- **In England only**, for Lone Parent Income Support claimants who volunteer to take part in the Work Programme, and whose youngest child is aged 3 or 4, participation will become mandatory.

# Increasing Lone Parent Conditionality cont

## Changes to the Work-focused Interview (WFI) Regime

- Currently lone parents who are entitled to IS, solely on the basis of being a lone parent, who are aged 18 or over, must attend regular Work-Focused Interviews (WFIs) once their youngest child reaches the age of one.
- From 28 April 2014, the frequency and duration of WFIs for this group will be determined by advisers (a minimum of 2 a year), enabling support to be tailored to meet the needs of the lone parent.

## Mandatory Work Related Activity (WRA) is being introduced for:

- Lone parents with a youngest child aged 3 or 4, who are entitled to:
  - IS solely on the basis of being a lone parent
  - old-style ESA and are in the Work-Related Activity Group
  - Universal Credit who are in the Work-Preparation Group
  - new-style ESA and are in the Work-Preparation Activity Group.
- Nominated or responsible carers of a youngest child aged 3 or 4, who are entitled to
  - Universal Credit who are in the Work-Preparation Group
  - new-style ESA and are in the Work-Preparation Activity Group
- Activities will be flexible, tailored to the individual, and must be reasonable taking into account the parent's circumstances.

# Increasing Lone Parent Conditionality cont

- The Department believes that the stepped increase in support now offered to lone parents makes sense, but more could be done to support most lone parents with a youngest child aged 3 or 4 to return to work, particularly in the year before they move to JSA, or the intensive work search requirements group in UC (when their youngest child turns 5).
- In line with existing policy, travel costs and childcare costs will be met, where they are required, when a claimant is attending a mandatory work-focused interview or mandatory provision. The exception to this is where the provider, including Work Programme providers, is contracted to cover these costs.
- Advisers will, as part of this change, be required to tell lone parents about the availability of the 15 hours of free childcare (England only) or the equivalent offer in Scotland and Wales. Lone parents will be encouraged to take up this free offer if they are participating in WRA to help them prepare for work.
- Where WRA exceeds the free childcare offer to which a parent is entitled advisers will be required to tell lone parents about the discretionary funding for childcare that may be available to them through the Flexible Support Fund in order to support their participation in WRA.



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# Help to Work Package

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# Help to Work Package

## Background

- The Work Programme is supporting claimants to move off benefit and into work, but we always knew that there would be claimants returning.
- The claimants who do not find sustained employment during their time on the Work Programme will be among the hardest to help, and many will face significant and multiple barriers to work.
- While on the Work Programme they have received the training and support needed to get them nearer to finding a job. We now need to build on this support and address their remaining barriers to work.
- As part of the Help to Work package, every person who remains on JSA following completion of the Work Programme will be provided with rigorous support tailored to their needs.
- We are introducing a comprehensive range of support options to achieve this aim.

# Help to Work Package cont

- Starting from 28 April 2014, Help to Work will support JSA claimants returning from the Work Programme.
- Help to Work offers three intensive support options for Work Programme completers. Work Coaches in Jobcentres will work with claimants to understand their needs, and refer them to one of the following:
  - the Mandatory Intervention Regime where Coaches have more time to spend with claimants;
  - Daily Work Search Reviews (which will be phased in between 28 April 2014 and December 2014), where claimants will attend the Jobcentre every day to discuss their progress in looking for work, for up to three months; or
  - Community Work Placements, where claimants undertake work placements of community benefit for up to six months alongside provider-led jobsearch. In England, Community Work Placements will be part-funded by the European Social Fund, under DWP's co-financing agreements.
- If claimants remain on benefits after a period of daily attendance or Community Work Placements, they will be transferred to the intensive Mandatory Intervention Regime support for as long as they need.
- Participation in all elements will be mandatory.

# Help to Work Package cont

## Who will go to each option?

- The Mandatory Intervention Regime is for claimants with multiple or complex barriers to work. It has been successfully running in Jobcentres since June 2013, when the first claimants returned from the Work Programme.
- Daily Work Search Reviews (face-to-face) are for claimants who would benefit from regular support with looking for jobs, including those who need to build motivation, momentum and engagement.
- Community Work Placements is for claimants whose key barrier to work is lack of work experience and will consist of up to six months on a community work placement for 30 hours a week, alongside provider-led jobsearch.