

## Section 07 – Accessing Other Programmes, Schemes, Grants and Incentives

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# Flexible New Deal Guidance

## Introduction

- 7.2. This section describes all major national (UK) programmes, schemes, grants and incentives used to support unemployed people into work. It states whether Flexible New Deal (FND) customers can access the programme/ scheme/ grant/ incentive and if so, how customers can access it.
- 7.3. Access to these programmes, schemes, grants and incentives are 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 to allow customers to access these initiatives, if they are deemed appropriate.
- 7.4. Eligibility and suitability should be considered on an individual basis. This section includes a summary of what each programme/scheme/grant/incentive can provide, outlines the eligibility and suitability criteria, and describes how to refer a customer who may benefit. It should not be assumed that FND customers are automatically entitled to access the programme/scheme/grant/incentive.
- 7.5. **Please Note:** This guidance only includes key programmes/ schemes/ grants/ incentives available across the UK. 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 customers to access these initiatives, if they are deemed appropriate.

## Programmes/ schemes/ grants/ incentives that can be accessed whilst on FND

- 7.6. The following programmes, schemes, grants and incentives can be accessed by customers who are participating in FND:

### Access to Work

#### What it can provide

- 7.7. Access to Work (AtW) provides practical advice and support to disabled people and their employers to help overcome work related obstacles resulting from disability. It can also provide a grant towards any additional support relating to their disability that the person would need to do their job. 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 premises or equipment to make them accessible;
  - the additional costs of travel to work for people who are unable to use public transport because of their disability or health condition; and,
  - a support worker in the workplace, such as:
    - a reader for a visually impaired person;
    - an interpreter for someone with hearing difficulties; or,
    - a counsellor to help someone with a mental health condition talk through their concerns or learn stress management techniques.

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- 7.8. Cost sharing can apply to some types of support. The Access to Work adviser can advise you and the customer of this.

### Eligibility

- 7.9. Access to Work is available to people who have a disability or health condition (that is likely to last for 12 months or more) which affects them at work, if they:
- are already in or about to start paid employment or self-employment; and,
  - are over 16 years of age;
  - live and work in Great Britain;
  - are not claiming Incapacity Benefit, Severe Disability Allowance or Income Support paid as a result of disability (although they may still be able to get help if they are Higher Limit or Supported Permitted Work); and,
  - are earning at least the 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).

### How to refer a customer

- 7.10. Access to Work is delivered through advisers mainly based in Jobcentres. Specialist Access to Work advisers can offer advice to customers and employers. Applications are made initially, usually by phone, to one of the three Business Support Units. You are not required to give Access to Work any information yourselves.
- 7.11. There is no formal referral process; customers and employers can contact their Business Support Unit themselves. Therefore, if you have a customer who appears eligible, you should ask them to phone or contact their Business Support Unit who will check their eligibility, take an application and pass their application to an adviser who will work with the customer and their employer to agree a package of help. When appropriate the adviser will arrange for an assessment to identify the exact support for an individual.

### Apprenticeships

- 7.12. Apprenticeships are an important platform for employers to take on and train their employees to boost their productivity and efficiency. They also enable employees to gain skills whilst they are in the work place that are directly relevant to their jobs and to form the basis of progression in their careers and education.
- 7.13. Please see:
- [Apprenticeships \(England\)](#);
  - [Modern Apprenticeships \(Scotland\)](#); and,
  - [Modern Apprenticeships \(Wales\)](#).

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## Apprenticeships (England)

### What it can provide

- 7.14. Apprenticeships are an all age programme primarily intended for young people. Apprenticeships are at NVQ Level 2 and advanced apprenticeships at NVQ Level 3. Learners must be employed in order to achieve a full apprenticeship qualification.
- 7.15. Where there are more interested young people than places available programme led apprenticeships are also available to prepare candidates for when an appropriate employment led place becomes available.
- 7.16. Apprenticeships are delivered via a network of LSC approved training providers and vary according to programme need and/or employer need, e.g. day release or block training. For further information visit: [Apprentices - Opening doors to a better future](#)

### Eligibility

- 7.17. There may be different entry requirements for Apprenticeships depending on the occupational sector. Customers need to be living in England and not taking part in full-time education.
- 7.18. Apprenticeships are open to all age groups (above 16yrs) whether customers are just leaving school, have been working for years or are seeking to start a new career. For further information visit: [Apprentices - Opening doors to a better future](#)

### How to refer a customer

- 7.19. Visit: [Apprentices - Opening doors to a better future](#).

## Modern Apprenticeships (Scotland)

### What it can provide

- 7.20. In Scotland, all Modern Apprentices must be employed while undertaking their training. Until 2008, all Modern Apprenticeships worked to achieve an N/SVQ at Level 3.
- 7.21. In 2008, Scottish Ministers announced the introduction of Modern Apprenticeships at N/SVQ or alternative competency based qualification level 2. The Modern Apprenticeship Group (MAG) in Scotland has begun approving frameworks at N/SVQ or alternative competency based qualification Level 2 to Level 5 as they are developed by Sector Skills Councils & Sector Skills Bodies.
- 7.22. For further information about Modern Apprenticeships in Scotland, please visit <http://www.skillsdevelopmentscotland.co.uk>

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## Eligibility

- 7.23. Modern Apprenticeships in Scotland are aimed at customers over 16 years old and wishing to complete a Vocational Qualification at Level 2 or above.

## How to refer a customer

- 7.24. Visit <http://www.skillsdevelopmentscotland.co.uk>.

## Modern Apprenticeships (Wales)

### What it can provide

- 7.25. As in England and Scotland, Apprenticeships in Wales are employer based programmes of learning which involve working and training with an employer, whilst working towards qualifications through a learning provider. There are currently two levels of Apprenticeships in Wales:
- Foundation Modern Apprenticeships (FMA) – work towards a National Vocational Qualification (NVQ) at Level 2, Key Skills qualifications and in most cases a relevant technical certificate; and,
  - Modern Apprenticeships (MA) – work towards a National Vocational Qualification (NVQ) at Level 3, Key Skills qualifications and in most cases a relevant technical certificate.
- 7.26. All Modern Apprenticeships and most Foundation Modern Apprenticeships are employed and in receipt of a wage. However, it is recognised that for learners entering the Foundation Modern Apprenticeship programme, circumstances may require you to enrol trainee status learners. In this situation, employer contributions must be sought to meet the minimum learning allowance of £50 per week.

## Eligibility

- 7.27. In Wales, Apprenticeships are available to customers of all ages. For further information about Modern Apprenticeships in Wales, please visit: <http://www.careerswales.com>

- 7.28. **How to refer a customer**

- 7.29. Visit: <http://www.careerswales.com>.

## City Strategy provision

- 7.30. The [City Strategy](#) aims to tackle localised pockets of disadvantage and reduce child poverty by ensuring that those individuals who are most disadvantaged in the labour market can receive the help and guidance they need. It is initially focusing on areas that are currently furthest from the Government's 80 per cent employment target, most of which are in major cities and other urban areas.

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- 7.31. The City Strategy will bring together the public, private and voluntary sectors into a concerted local programme to improve the way support for individual jobless people is co-ordinated and delivered on the ground. Giving more flexibility to local areas will enable them to tailor the types of provision and support needed to help move local people into employment. Individuals will have clearer routes to access the support they need to get back to work.
- 7.32. The City Strategy should play a significant role in increasing local employment rates, ensuring those most disadvantaged in the labour market can receive the help and guidance they need.
- 7.33. The aim is to test whether local stakeholders can deliver more by combining and aligning their efforts behind shared priorities, alongside more freedom to innovate, and tailor services in response to local needs.
- 7.34. The strategy should also ensure provision is more attuned to the needs of local employers so individuals gain the skills and attributes they need to access the particular jobs that employers need to fill.
- 7.35. City Strategy areas falling under Phase One FND contract packages are:

<b>City Strategy</b>	<b>Phase One FND contract packages</b>
Birmingham, Coventry and the Black Country City Region	Birmingham & Solihull; Black Country; and, Coventry & Warwickshire
Edinburgh	Ayrshire, Dumfries, Galloway & Inverclyde, Lanarkshire & East Dunbartonshire and Edinburgh, Lothian & Borders.
Heads of the Valley	South Wales Valleys and South West Wales.
Leicester	Leicestershire & Northamptonshire and Nottinghamshire.
Nottingham	
Greater Manchester	Greater Manchester Central and Greater Manchester East & West.
Rhyl	North & Mid Wales and South East Wales.
South Yorkshire	Derbyshire and South Yorkshire.

### **What it can provide**

- 7.36. The support offered to customers through City Strategy will be different in each area, designed to target specific customer groups and address local problems. You should work with City Strategy consortia to identify relevant

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opportunities and consider referring customers who may benefit to appropriate available support.

### Eligibility

- 7.37. Eligibility to City Strategy provision will be different in each area, designed to target specific customer groups and address local problems. You should work with City Strategy consortia to determine eligibility.

### How to refer a customer

- 7.38. **How FND provision operates in relation to the support offered through City Strategy** is dependent on the relationship developed between your organisation and the local City Strategy Consortia. Referral processes should be agreed locally. You will be able to find out the name and contact details of the main City Strategy Consortia contact through JCP Third Party Provision Managers (TPPM).

## Voluntary referral process for users of crack cocaine and heroin

### Background

- 7.39. In England, Jobcentre Plus currently refers problem drug users, who are not already in treatment, to a discussion with a drug treatment provider.
- 7.40. This process is voluntary and applies in England only. Providers in Wales and Scotland should consult their Third Party Provision Manager to see what help is available locally
- 7.41. A problem drug user (PDU) is a customer in receipt of either Jobseekers Allowance or Employment and Support Allowance who is a user of crack cocaine and/or heroin and their drug use presents a barrier to them finding work.  
Previously, there has been little or no support for PDU's who voluntarily wish to seek help. This guidance outlines what help is currently available and how to refer a PDU customer to a treatment Provider.

### Role of the drug treatment providers

The role of the drug treatment provider is to identify the needs of the individual customer and provide an effective treatment journey for that customer, following their initial discussion. This is likely to contain four overlapping components. These components are:

- treatment engagement
- treatment delivery
- community re-integration
- treatment completion.

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During the engagement phase of treatment, the drug treatment provider will make an assessment of the customer's situation and circumstances to ensure treatment can be tailored to their needs.

### Role of the JCP Drugs Co-ordinator

- 7.42. The Drugs Co-ordinator's role, within Jobcentre Plus Districts, is to work with local drug partnerships to help to design a clear set of relationships between key agencies in the drugs field. They establish a clear path for customers referred to those providing specialist help, including agreeing a single point of contact (SPOC) for advisers within Jobcentre Plus and the Providers to be able to make an appointment with a treatment provider. Drugs co-ordinators will supply Providers with contact details of the SPOC with which to make appointments and send correspondence. This number should also be used by Providers if they have any problems during the referral process.

### Referral Process

- 7.43. A referral to a drug treatment provider should be considered if the customer is a JSA or ESA benefit recipient and discloses at any time during interviews with you that they use crack cocaine/heroin. The initial referral is made using form TPR1 and invites the customer for a discussion with a treatment provider to encourage the customer to talk about their drug use and advise them of how to seek further help. This is on a voluntary basis and no DMA action should be taken if the customer does not attend.
- 7.44. If, during the discussion the customer reveals they have already been referred or have no wish to be referred, you should take no further action at this time. However, you may wish to note your records to speak to the customer again at a later date.
- 7.45. Once the customer discloses sensitive information, such as drug misuse, form DPA 1 **must** be completed by the customer. Form DPA1 provides customer consent for sensitive information to be held and recorded. It also ensures compliance with the Data Protection Act 1998.
- 7.46. It is possible that a DPA 1 has already been completed by the customer; however, it is advisable to complete one prior to making the referral as they are only valid for 12 months from the date of signing. You should explain to the customer that you cannot record this referral without their consent via the DPA1 process. By agreeing to have this information recorded now would prevent the referral being suggested at subsequent interventions.

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- 7.47. If the customer refuses to complete a DPA1, you cannot record anything that would identify the customer's drug use. Consider 'signposting' the customer to a treatment service using existing route ways and give the customer information about the treatment providers and their contact details. This 'signposting' should not be notified to Jobcentre Plus, however you should set a date to review whether the customer attended the appointment and annotate their action plan.
- 7.48. Once the DPA 1 has been completed (see forms index), formal referral to a treatment provider using form TPR1 (see forms index) should be made. The Jobcentre Plus District drug coordinator will provide details of where to send the form.
- 7.49. Following completion of form TPR1, you should contact the agreed single point of contact (SPOC) who will then make an appointment for the customer with a treatment provider.
- 7.50. A copy of the completed TPR1 referral form should be given to the customer, a copy sent by post to the treatment provider and a copy to be retained by you for your records.
- 7.51. You will also need to inform Jobcentre Plus of the referral by completing and returning a FND 4 to your nominated Jobcentre Plus adviser.
- 7.52. You should ensure that you follow up the appointment with the customer to discuss next steps and update their action plan.
- 7.53. If you identify that the customer is taking a drug/s other than heroin or crack cocaine, you should 'signpost' them to an appropriate local source of help and support. This referral/signposting should be made using existing route ways.
- 7.54. If it is identified that the customer is a recovering drug user, the FND provider should consider whether a referral to Progress to Work (P2W) is appropriate. If, as a result of a referral to P2W the customer finds work, both the FND and P2W providers can claim a job outcome.

### **Customer attends/fails to attend appointment with the treatment provider**

- 7.55. You will need to establish whether the customer has attended their discussion with a treatment provider. Referral form (TPR1) declaration provides customer consent for Jobcentre Plus to refer and for the treatment

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provider to return confirmation of attendance or non attendance. Where this is signed, the treatment provider will be expected to return the TPR1 to you.

- 7.56. When you received the TPR1 confirming that the customer attended the appointment you should complete form FND 4 stating this and send it to your nominated adviser in Jobcentre Plus.
- 7.57. If you do not receive notification from the treatment provider that the customer has attended or that they failed to attend, this should be followed up with the customer at their next advisory intervention and noted on their action plan.
- 7.58. If the customer failed to attend, the provider should discuss the reasons for non-attendance and consider whether a further referral would be appropriate. Jobcentre Plus must be notified of any action taken on form FND 4. As the referral was made on a voluntary basis DMA action should not be considered.

### European Social Fund provision

- 7.59. The European Social Fund (ESF) is one of four European Structural Funds designed to strengthen economic and social cohesion in the European Union.
- 7.60. The other three Structural Funds are the European Regional Development Fund, the European Agricultural Fund for Rural Development and the European Fisheries Fund. Broader background information about all the European Structural Funds and their administration in the United Kingdom is contained in the UK National Strategic Reference Framework, available from the Department for Business, Enterprise and Regulatory Reform website ([www.berr.gov.uk](http://www.berr.gov.uk)).
- 7.61. The European Social Fund aims to:
  - help unemployed and inactive people enter work;
  - provide opportunities for people at a disadvantage in the labour market;
  - promote lifelong learning;
  - develop the skills of employed people; and
  - improve women's participation in the labour market.
- 7.62. ESF channels its money into strategic, long-term programmes in member states and regions across the European Union, particularly those where economic development is less advanced. Seven-year programmes are planned by member states together with the European Commission and then implemented through a wide range of organisations, both in the public and private sector. These organisations include national, regional and local authorities, educational and training institutions, non-governmental organisations (NGOs) and the voluntary sector, as well as social partners, for example, trade unions and works councils, industry and professional associations, and individual companies.

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7.63. ESF requires organisations using its funding to provide an equal amount in match funds to support the ESF objectives. These organisations are known as Co-Financing Organisations (CFO). Further Information on the European Social Fund can be found on:

- [www.esf.gov.uk/](http://www.esf.gov.uk/) (England);
- [www.esep.co.uk/](http://www.esep.co.uk/) (Scotland); and,
- [www.wefo.wales.gov.uk/](http://www.wefo.wales.gov.uk/) (Wales).

### Match Funding

7.64. In England, the Department for Work and Pensions (DWP) is one of the Co-Financing Organisations who deliver employment or skills provision under regional ESF Co-Financing Organisation agreements. The Learning and Skills Council is another major Co-Financing Organisation.

7.65. As one of these organisations, the DWP has to identify broadly similar domestically funded contracts to secure ESF monies. These contracts are known as 'match funded'.

7.66. Like the ESF funded contracts, you (including any sub-contractors) of domestic match contracts like FND must fully comply with ESF programme requirements in the following areas:

- Marketing and publicity;
- Equality and sustainability;
- Document retention; and,
- European Social Fund audit requirements.

7.67. It will be possible that, owing to a change in the amount of match funding required, you may be asked part way through a year or contract to either start complying with these requirements or indeed to cease doing so in cases where sufficient match funding has been obtained towards the overall project costs.

### **What it can provide**

7.68. ESF provision is designed to address local problems and target specific customer groups. There are hundreds of ESF funded programmes operating across the UK. You should familiarise yourselves with the ESF provision available in the areas in which you operate. TPPM in JCP District Offices will be able to give an overview of the ESF provision available within their JCP Districts.

7.69. You should maintain good links with your ESF counterparts to ensure that all customers you refer:

- are within the correct ESF target groups; and,
- receive a coherent package of work-focused support during periods of parallel participation.

7.70. ESF providers can recruit customers directly and are expected to develop partnership or working arrangements with relevant local organisations

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(including yourselves as FND suppliers) in order to target appropriate customers.

### Eligibility

- 7.71. In principle, FND customers are able to participate in ESF provision whilst on FND. However, eligibility for ESF provision will depend on the specific nature of the local ESF programme and its target population. Therefore, simultaneous participation in ESF and FND provision may not be appropriate in some cases.
- 7.72. If a FND customer is eligible for a local ESF programme, they must only be referred to it if it can be clearly demonstrated that the provision will 'add value' and be of benefit to the customer.
- 7.73. If you can demonstrate why ESF provision will add value for the customer and why the additional activity cannot be undertaken under your FND contract, then you should record these reasons on the customer's FND action plan.

### How to refer a customer

- 7.74. Where a referral is appropriate, you should contact the ESF provider and arrange an interview. The ESF provider will carry out an eligibility check and set a start date for the customer.
- 7.75. When the customer is referred to the provision, you should update their FND Action Plan with a statement clearly identifying what the added value is for the individual customer. When the customer starts the ESF provision, this updated Action Plan should be retained in line with the ESF Document Retention policy. ([See chapter 5.4 for information around training allowance](#)).

### Customer leaves ESF provision

- 7.76. When the customer is on ESF provision, they will continue to be a FND customer. If they find work through the ESF provision, follow the standard process ([Further details regarding how to claim job outcomes can be found in: Section 12 –Financial Procedures](#)).
- 7.77. If the customer completes the ESF provision and returns to FND without entering work a revised Action Plan should be drawn up.
- 7.78. If the customer does not complete their ESF provision, the revised Action Plan should detail all the elements of ESF provision that were not completed.

## Fairbridge

### What it can provide

- 7.79. Fairbridge is a national charity, with centres based in fifteen of the most disadvantaged areas of the UK. It works with young people aged 13-25 who

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other organisations find difficult to engage and enables them to develop the self-confidence and skills they need to change their lives. Over 3,700 young people engage with Fairbridge every year, and around 75% move successfully back into education, training, employment or other forms of positive engagement.

- 7.80. The Fairbridge Programme focuses on developing core interpersonal skills and building confidence – essential attributes for participating in the labour market. The programme falls into two main phases: the Access Course and the Follow on Programme, explained below:

### **Fairbridge Access Course**

- 7.81. The Fairbridge Access Course lasts for up to two weeks and is aimed at developing the soft skills, such as communication, team work, negotiation, planning etc needed for employment. The Access Course is delivered to small, mixed groups and uses a range of challenging activities as a means of rapidly building motivation and self esteem. The course is full time and open to customers aged up to 25.

### **Fairbridge Follow on Programme**

- 7.82. Once a young person has completed the Fairbridge Access Course, they are invited to continue to engage with Fairbridge through the Follow on programme on a part time basis. This involves young people choosing from a menu of courses and projects those that they feel would be most relevant to their needs and development areas. Follow on courses continue to develop the soft skills described above, but in addition focus on secondary skill areas, such as employment, independent living skills and literacy and numeracy.

### **How to refer a customer**

- 7.83. Where you wish to send a customer to attend either the Fairbridge Access Course, or, subsequently, the Follow on Programme, you must contact Fairbridge locally to discuss how to do so, details and costs.
- 7.84. There are Fairbridge Centres in the following locations:
- Cardiff
  - Edinburgh
  - Dundee
  - Glasgow
  - Tyne and Wear
  - Teesside
  - Merseyside
  - Greater Manchester
  - North Manchester
  - Birmingham
  - Bristol
  - Southampton

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- Kent (Chatham)
- London (Kennington)
- London (Hackney)

7.85. Contact details for all Fairbridge Centres can be found on the [Fairbridge website](#).

### **ILA Scotland**

#### **What it can provide**

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

#### **Eligibility**

7.87. FND customers who are 16 or over, living in Scotland and with an income of £22,000 a year or less or are on benefits can apply for a learner account from ILA Scotland that will give them up to £500 towards a wide range of courses.

7.88. If your customers currently receive one of the following benefits they can apply for an ILA Scotland learner account::

- Carer's Allowance;
- Child Tax Credit (maximum rate);
- Jobseeker's Allowance;
- Income Support;
- Employment and Support Allowance; or,
- Pension Credit (also known as State Pension Credit).

7.89. There is a wide range of courses available including anything from Counselling Skills to ECDL, Accounting to First Aid and Graphic Design to Conversational Spanish. Study can be with any ILA Scotland approved provider, including learning centres, local colleges, universities and private training companies.

7.90. The money is not a loan so they don't have to pay any of it back.

#### **How to refer a customer**

7.91. To request an application pack or to find out more call the ILA Scotland help line free on **0808 100 1090** or visit [ILA Scotland](#)

### **Integrated Employment and Skills Service**

7.92. In December 2006, Lord Sandy Leitch delivered his report to Government on World Class Skills which provided an independent review of the UK's long term skills needs. At the heart of publication was a compelling vision for the UK - to become a world leader in skills by 2020.

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- 7.93. Delivering our ambition will require a joint commitment and investment from Government, employers and individuals and we must ensure that there is a responsive, high quality system in place to support this.
- 7.94. It is for this reason that we have committed to introduce a new integrated employment and skills system for all individuals, whether they are in or out of work, which provides people with the help and support they need to acquire new skills and find and progress in sustained employment.
- 7.95. From 2010/11, a new integrated system of support for adults will be available to those who want to progress in their lives, whether they want to move from worklessness into sustained employment or from a low-skilled job to one with better prospects.

### **What it can provide in England**

- 7.96. A key feature of this new service will be the introduction of a new adult advancement and careers service (replacing existing Nextstep services). This will provide all individuals with employment focused careers advice, as well as access to wider advice services such as advice on housing, debt and benefits. It will also offer all individuals' access to Skills Health Check tool designed to identify a persons' existing skills and any gaps and areas for development.
- 7.97. Underpinning the new integrated service will be the introduction of Skills Account in England from 2010/11. Skills Accounts will give people greater ownership and choice over the learning they undertake, setting out the financial support they are entitled to and providing greater access to a wide range of support and advice services to enable them to take up learning opportunities. The accounts will also act as a record of learning and achievements throughout a person's life.
- 7.98. As we introduce the new integrated system and enhanced support there will be greater expectations placed on the people using these services, predominately those on out-of-work benefits. As we deliver greater opportunities and support to JCP customers, those individuals who fail to take up these services voluntarily may be putting themselves at further disadvantage and therefore may be mandated to engage with these services.

### **What it can provide in Scotland and Wales**

- 7.99. The plans set out above relate to delivery in England however many of the key ambitions of the integrated service are shared across Great Britain.
- 7.100. As Skills Policy is devolved in Scotland and Wales, we have been working closely with their Governments to explore how best to deliver an integrated employment and skills service in a way which complements our shared ambitions. IES trials have been operating in all JCP districts in Scotland since February 2009. This project is being taken forward in partnership

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between Jobcentre Plus, Skills Development Scotland and Scottish Government.

7.101. We are confident that many of the key progresses within Jobcentre Plus will be similar however there will be differences in the delivery of the skills elements of the offer and some aspects may not feature at all.

7.102. The key principles of IES will however be observed across England, Scotland and Wales. These are:

- **improved skills screening** - for Jobcentre Plus (JCP) customers, both by advisers at various points in the claim and through the introduction of a Skills Health Check which will be delivered by a new adult advancement and careers service;
- **improved advice and guidance** - on skills and career progression for JCP customers, to be delivered by a new adult advancement & careers service;
- **improved referral processes** - for JCP customers to both skills provision and enhanced advice and guidance services; and
- **more flexible and responsive skills provision** – the development of localised menus of skills provision that is both appropriate for JCP customers in the context of their local labour market and, crucially, will facilitate a seamless transition from pre to post-employment training.

### Integrated Employment and Skills trial Areas

7.103. We currently have 12 IES trials operating in England testing the core components of the integrated service for Jobseekers Allowance customers. A list of the trial areas are as follows:

- Black Country;
- Coventry & Warwickshire;
- Staffordshire;
- Birmingham & Solihull;
- The Marches;
- Greater Manchester East & West;
- Greater Manchester Central;
- Cambridgeshire and Suffolk;
- Norfolk;
- Hampshire & the Isle of Wight;
- Lambeth, Southwark & Wandsworth; and,
- Central London.

7.104. During 2009/10, we anticipate that we will expand some of the existing trials to cover other customer groups (primarily Lone Parents and ESA customers) in preparation for full national delivery in England from 2010/11.

7.105. Furthermore, we will also be introducing formal IES trials in a number of locations in Scotland and Wales during the early part of 2009/10. As yet, locations are still be agreed and announced.

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7.106. It is recommended that you maintain contact with your local JCP TPPM to ensure you are keep informed about IES developments in your local delivery areas.

### **Eligibility**

7.107. As referenced above, the initial 12 IES trials are only available to new JSA customers (available from day one of their claim).

7.108. The intention is to expand this offer to other customer groups during 2009/10 however we are yet to confirm the details.

### **How to refer a customer**

7.109. Once a customer reaches you, they will have already have accessed the Integrated Employment and Skills Service.

7.110. Some customers will have work related skills needs and others will not. Some may have, or be undertaking activity to address skills needs and others may not.

7.111. If a customer joins your programme and you want to help them access skills support, you will need to contact your location skills agency (Skills Development Scotland, Careers Wales to discuss what support is available.

## **In Work Credit**

### **What it can provide**

7.112. In Work Credit (IWC) is a fixed tax free payment of £40 per week (£60 per week in London) for parents bringing up children alone. It is payable for up to 52 weeks on top of earnings, when lone parents start work of at least 16 hours per week.

### **Eligibility**

#### In Non – London Districts

7.113. Before the payment of IWC can be considered it must be confirmed that the following qualifying criteria have been met by the customer.

7.114. To be eligible for IWC the customer must:

- have dependent Child/Children in the Household where the parent is in receipt of either:
  - Income Support (IS);
  - Jobseeker's Allowance (JSA).
  - be moving into work of at least 16 hours per week;
  - is not currently in receipt of Return to Work Credit (RTWC);
  - have been in receipt of one or more of the benefits listed below, for a continuous period of at least 52 weeks, immediately prior to moving into work;

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- Income Support (IS);
- Jobseeker's Allowance (JSA).

### In London Districts

7.115. Before the payment of IWC can be considered it must be confirmed that the following qualifying criteria have been met by the customer:

7.116. To be eligible for IWC the customer must:

- have dependent Child/Children in the Household where the parent is in receipt of either:
  - Income Support (IS);
  - Jobseeker's Allowance (JSA);
  - Incapacity Benefit (IB);
  - Severe Disablement Allowance (SDA); or,
  - Child Tax Credit (CTC).
- be living in the London Jobcentre Plus Districts;
- be moving into work of at least 16 hours per week;
- not currently be in receipt of Return to Work Credit (RTWC);
- have been in receipt of one or more of the benefits listed below, for a continuous period of at least 52 weeks, immediately prior to moving into work;
  - Income Support (IS);
  - Income-based Jobseeker's Allowance (JSA(IB));
  - Contribution Based Jobseeker's Allowance (JSA(Cont));
  - Incapacity Benefit (IB);
  - Severe Disablement Allowance (SDA);
  - Carer's Allowance (CA).

### **How to refer a customer**

7.117. Eligible customers should be directed to their Jobcentre Plus Office to make a claim.

### **In Work Training Grant (England only)**

#### **What it can provide**

7.118. Eligible customers could get up to £1,500 for work related training, available for one year after returning to work. This is to help them update their skills or learn new ones. Customers can use the money to pay for training at their place of work or at a local college.

#### **Eligibility**

7.119. Customers in England who are 50 years old or more and have been claiming JSA for at least 26 weeks may be eligible for the 50+ in-work training grant once they start work (including self employment).

7.120. The 50+ in work training grant is marketed by JCP to customers aged 50 years and over when they have been claiming JSA for 26 weeks.

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## How to refer a customer

- 7.121. Eligible customers should be directed to their Jobcentre Plus Office to make a claim, if within one year of starting work, they identify training they need which might attract a grant payment.
- 7.122. **Please Note:** that customers who have turned 50 since being referred to FND and customers who were fast-tracked to stage three of the JSA regime on day one of their claim may not have received any advice about the training grant.

## JCP Work Trials

### What it can provide

- 7.123. JCP Work Trials provide an excellent opportunity for unemployed customers to prove themselves to an employer without giving up the security of benefit where there is some doubt on either side that the job and the customer are suitable for each other. They are designed to give a short trial period in an actual job. Both the employer and customer take part without obligation.
- 7.124. 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 for disadvantaged groups the Work Trial can last up to a maximum of 30 days.

### Promoting Work Trial to Customers

- 7.125. When asked to consider a Work Trial a common reaction from customers is that they are not prepared to work for nothing. You should attempt to overcome this, and other objections, by promoting the benefits of a Work Trial. For example:
- it provides the customer with an opportunity to prove themselves to an employer over a period of time rather than just relying on a short interview;
  - it gives the customer time to decide if the type of work, hours, employer etc. is right for them;
  - participation is entirely voluntary and the customer's benefit is safe even if they leave the trial early or turn down the job if offered;
  - the customer has an equal say in how long the trial period should be;
  - the customer will not be out of pocket, in addition to receiving their usual rate of benefit they will also be able to claim expenses from Jobcentre Plus;
  - Jobcentre Plus will monitor the trial to protect the customer's interests and address any problems that might arise.

### Other information

- 7.126. Time spent on a Work Trial can also count towards completion of the four weeks of Mandatory Work Related Activity (provided it is continuous and full-time).

# Flexible New Deal Guidance

## Eligibility

7.127. All FND customers are eligible to apply for JCP Work Trails.

## How to refer a customer

7.128. Customers who you consider would benefit from a Work Trial should be directed to their Jobcentre Plus Office.

## Job Grant

### What it can provide

7.129. Job Grant is available to help customers bridge the gap between their final payment of benefit and their first receipt of wages after finding work.

### Eligibility

7.130. The customer must:

- expect employment to last at least 5 weeks; and,
- have been in receipt of a qualifying benefit or combination of qualifying benefits (JSA, ESA, IB, IS and/or SDA) for previous 26 weeks without a break immediately prior to moving into remunerative work.

### How to refer a customer

7.131. Job Grants are paid automatically from the Benefit Delivery Centre (BDC) (if the customer is eligible) when a claim is being closed. The customer does not need to be referred to the Jobcentre Plus Office to claim the Job Grant.

7.132. You should remind them to return their JSA40 card to JCP if they find work. Customers may also want to enclose a note stating that the job is over 16 hours per week and expected to last at least five weeks, (where applicable).

## Job Introduction Scheme

### What it can provide

7.133. The Job Introduction Scheme (JIS) helps disabled people by offering a financial incentive to employers. JIS is a weekly payment made directly to the employer for a specific period, usually the first 6 weeks of work.

### Eligibility

7.134. JIS is paid at the discretion of the adviser and is only used where the employer or customer has serious and genuine doubts about the ability of the customer to do the job that cannot be overcome in any other way. The job must be expected to last for at least 26 weeks.

7.135. JIS is paid at the discretion of an adviser and cannot be paid by the BDC.

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## How to refer a customer

7.136. Customers for whom JIS may be appropriate should be directed to their Jobcentre Plus office to make a claim.

## Learndirect (England and Wales)

7.137. learndirect courses are on-line learning provision offered by Ufi Ltd. Ufi delivers through a network of training providers in England and Wales. These provide flexible learning for adults wanting to improve existing skills or to learn new ones.

7.138. 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; and,
- deliver this innovatively through the use of new technologies.

## What it can provide

7.139. learndirect offers around 630 different courses covering a range of subjects, including management, IT and basic skills in literacy. These are delivered in two ways:

- learndirect Skills and Qualifications – for employers and employees; and,
- learndirect Business – which provides off-the-shelf and bespoke work based e-learning courses to employers and their employees.

## Eligibility

7.140. FND customers 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.

## How to refer a customer

7.141. 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](#).

7.142. For specific queries on Ufi/ learndirect, please call or refer customers to the 0800 101 901 free phone number.

## Careers advice

7.143. If your customer requires general careers advice or information such as help in locating a course or information and advice about qualifications or funding, please give them the 0800 100 900 free phone number. In England the service is open 7 days a week between 8am and 10pm, In Wales the number is available between 9 am to 9 pm Monday to Friday, from 9 am to noon Saturday and is closed on Sunday.

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- 7.144. For customers in England who require in-depth guidance on skills, careers and labour markets, please refer your customers to the Careers Advice Service or local Nextstep services.
- 7.145. Nextstep Services offers face-to-face advice on training opportunities learning and employment. The service offers customers 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. Click to find your local [Nextstep service](#).
- 7.146. 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. To Locate your local offices click [Career Wales](#)
- 7.147. Upon contacting the Careers Advice Service (call 0800 092 4429) a guidance adviser will arrange a call-back with your customer. 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.
- 7.148. 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.

### **Learndirect Scotland**

#### **What it can provide**

- 7.149. Learndirect Scotland helps individuals and businesses in Scotland to access appropriate learning and development opportunities and associated funding.

#### **Eligibility**

- 7.150. Learndirect Scotland has 500 branded learning centres across the country which FND customers can be referred to, but any courses they take up are independent of learndirect Scotland. Learndirect Scotland 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 PCs.

#### **How to refer a customer**

- 7.151. For more details go to: [Learndirect Scotland](#) or call free on 0808 100 9000. Businesses should call 08456 000 111.

#### Careers advice

- 7.152. If your customer 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 0845 8 502 502, or access details of the full services available on [Skills Development Scotland](#).

# Flexible New Deal Guidance

## Prince's Trust programmes

### What it can provide

- 7.153. [The Prince's Trust](#) is a charitable organisation that provides practical and financial support to the young people who are not in work, education or training to help them find work. They help young people develop key skills, confidence and motivation, enabling them to move into work, education or training.
- 7.154. They run several programmes that encourage young people to take responsibility for themselves – helping them build the life they choose. FND customers may be able to participate in the following Prince's Trust programmes:
- [Business Programme](#);
  - [The Prince's Scottish Youth Business Trust](#);
  - [Get Into Programme](#);
  - [Team Programme](#); and,
  - [Get Started](#).
- 7.155. **Please Note:** The Business Programme does not operate in Scotland; however a similar programme is run through The Prince's Scottish Youth Business Trust.
- 7.156. In Wales the Team programme may not be available to FND customers in every location. Contact Prince's Trust locally to confirm.

### Business Programme

- 7.157. The Prince's Trust Business 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.
- 7.158. The Business 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; and,
  - Live in England, Wales or Northern Ireland.
- 7.159. You should contact Prince's Trust to discuss local arrangements and costs.

### Prince's Scottish Youth Business Trust

- 7.160. The PSYBT can provide support to people who want to start up in business. It may be able to help people who:
- Have a good business idea;
  - Are aged 18-25 or between 26 and 30 with a disability;
  - Have been unable to get hold of all the money they need to start a business or expand an existing business;
  - Need to test market their business idea;

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7.161. You should contact [PSYBT](#) to discuss local arrangements and costs.

### Get Into Programme

7.162. 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.

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

### Team Programme

7.164. 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.

7.165. 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; and,
- an action-packed residential week.

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

### Get Started

7.167. 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.

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

### **Eligibility**

7.169. Your organisation may have contacted the Prince's Trust and negotiated a Service Level agreement to allow FND customers to access the provision. If so, participation will be subject to the Service Level Agreement and availability of places.

### **How to refer a customer**

7.170. How FND provision operates in relation to the support offered is dependant on the agreement reached between your organisation and the Prince's Trust. Referral processes should be agreed locally or sub-contracting arrangements may be in place.

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7.171. You should work together to deliver a coherent package of work-focused support during periods of parallel participation.

### **progress2work**

#### **What it can provide**

7.172. The aim of progress2work (p2w) is to help customers overcome the barriers they face as a result of their drugs misuse, improve their employability and enable them to find and sustain employment.

7.173. p2w will:

- identify the customer's job goals and expectations through individual assessment, taking into account the impact their disadvantage may have on achieving them;
- support the customer to find and commence work;
- support the customer to sustain the employment for over 13 weeks;
- provide additional help for unemployed people at a disadvantage in the labour market;
- provide additional support in order that customers make the best use of existing employment programmes;
- facilitate the agreement of local employment-focused plans between Jobcentre Plus and key agencies such as Probation / Prison Service, treatment agencies, specialist agencies and other key programme providers;
- market the services to all relevant agencies, including Jobcentre Plus, to ensure appropriate referrals to p2w; and,
- link with employers to raise awareness of p2w and promote the advantages of the added support p2w supplies when placing people into work.

7.174. p2w provision is not intended to duplicate any existing mainstream DWP contracted employment provision.

#### **Eligibility**

7.175. Customers eligible for p2w are those fully unemployed and disadvantaged in the labour market due to drugs misuse who:

- have completed drug treatment programmes, or are stabilised but still undergoing drug treatment and need additional help to get into work; and,
- have been identified by JCP, any other relevant agency or organisation as unlikely to succeed in getting work, training or taking up appropriate provision without extra help because of their previous drugs misuse.

7.176. Customers could be claiming any of the following working age benefits;

- Jobseekers Allowance(JSA);
- Income Support;
- Incapacity Benefit;
- Incapacity Benefit under the Incapacity in Youth rules;
- Carers Allowance;

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- Disability Living Allowance;
- Severe Disability Allowance; or,
- Employment Support Allowance.

- 7.177. Unemployed people who are not claiming benefit, including indirect benefit recipients, for example, a person who is the partner of someone claiming a qualifying benefit, will be eligible as long as other p2w criteria apply.
- 7.178. While a customer is participating in p2w they will continue to receive benefit as long as they still satisfy the relevant qualification criteria.
- 7.179. JSA customers, not attending any other type of provision, will be required to continue to produce evidence of job seeking activity at the jobcentre as usual.
- 7.180. They are still subject to the qualifying conditions for JSA, i.e. being available for and actively seeking work and fulfilling the requirements set out in their Jobseeker's Agreement (JSAg).
- 7.181. Participation in p2w is voluntary and the customer can cease participating at any time without sanction action being taken. A customer who has declined or dropped out of p2w can be re-referred to p2w at any time if it is appropriate to their circumstances and the p2w provider has a place for them.

### **How to refer a customer**

- 7.182. Customers can refer themselves directly to p2w. They may already be engaged with a supplier before they begin with you on FND.
- 7.183. Your organisation should have established links with local p2w suppliers to ensure that appropriate customers are referred and a coherent package of work-focused support is provided. You will be able to find out who delivers p2w in your area through your JCP TPPM contact.
- 7.184. If you identify a customer who may benefit from p2w provision, signpost them to the p2w provider by either:
- giving them the provider's contact details for them to make contact themselves; or,
  - by telephoning the provider on their behalf to make an appointment for an initial assessment.
- 7.185. If after meeting and discussing the provision with the p2w provider, the customer decides that they wish to join p2w, the p2w provider will follow current procedures to inform JCP, who will update their systems.
- 7.186. If the customer starts p2w, throughout the period of participation, the p2w provider will liaise closely with you about them, particularly around the details set out in the customer's action plan.

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## progress2work-LinkUP

### What it can provide

7.187. The overall aim of progress2work-LinkUP (p2w-LinkUP) is to help customers overcome the barriers they face as a result of their alcohol misuse, homelessness, and/or offending background; improve their employability and enable them to find and sustain employment.

7.188. p2w-LinkUP aims to:

- identify the customer's job goals and expectations through individual assessment, taking into account the impact their disadvantage may have on achieving them;
- support the customer to find and commence work;
- support the customer to sustain the employment for over 13 weeks;
- provide additional help for unemployed people at a disadvantage in the labour market;
- provide additional support in order that customers make the best use of existing employment programmes;
- facilitate the agreement of local employment-focused plans between JCP and key agencies such as Probation / Prison Service, treatment agencies, specialist agencies and other key programme providers;
- market the services to all relevant agencies, including JCP, to ensure appropriate referrals to p2w; and,
- link with employers to raise awareness of p2w and promote the advantages of the added support p2w supplies when placing people into work.

### Progress2work-LinkUP locations

7.189. p2w-LinkUP is available in 21 JCP districts but locations you will need to be aware of are:

<b>p2w-LinkUp locations</b>	<b>Phase One FND contract packages</b>
Birmingham and Solihull	Birmingham & Solihull.
Sussex and Surrey	Kent and Surrey & Sussex.
South Wales Valleys	South Wales Valleys and South West Wales.
Leicestershire	Leicestershire & Northamptonshire and Nottinghamshire.
Nottinghamshire	
Greater Manchester Central	Greater Manchester Central and Greater Manchester East & West.
Cambridgeshire and Suffolk	Cambridgeshire & Suffolk, Norfolk and

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Norfolk	Lincolnshire & Rutland.
South Yorkshire	Derbyshire and South Yorkshire.

## Eligibility

7.190. The p2w-LinkUP initiative is for those who are:

- **Ex-offenders;**
  - on final release or;
  - having served a recent custodial sentence (within the last 12 months) or;
  - serving a non custodial sentence under the supervision of the probation service.
  - the **homeless** where homelessness is a significant contributing factor to the individual's labour market disadvantage; and,
  - **alcohol misusers** where the alcohol misuse is a significant contributing factor to the individual's labour market disadvantage.

7.191. **Please Note:** within the ex offender customer group we would expect providers, and p2w co-ordinators where available, to work with the prison and probation services to ensure that the most appropriate customers are referred.

7.192. Within the offender customer group we would envisage that priority be given;

- firstly to prisoners on release, particularly those identified and referred through Fresh Start;
- then to ex prisoners who did not complete the Fresh Start process; and then,
- lastly to those serving non custodial sentences, particularly those at most labour market disadvantage.

7.193. Customers could be claiming any of the following working age benefits;

- Jobseekers Allowance(JSA);
- Income Support;
- Incapacity Benefit;
- Incapacity Benefit under the Incapacity in Youth rules;
- Carers Allowance;
- Disability Living Allowance;
- Severe Disability Allowance; or,
- Employment Support Allowance.

7.194. Unemployed people who are not claiming benefit, including indirect benefit recipients, for example, a person who is the partner of someone claiming a qualifying benefit, will be eligible as long as other p2w-LinkUP criteria apply.

7.195. While a customer is participating in p2w-LinkUP they will continue to receive benefit as long as they still satisfy the relevant qualification criteria.

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- 7.196. JSA customers, not attending any other type of provision, will be required to continue to produce evidence of job seeking activity at the jobcentre as usual.
- 7.197. They are still subject to the qualifying conditions for JSA, i.e. being available for and actively seeking work and fulfilling the requirements set out in their JSAg.
- 7.198. Participation in p2w-LinkUP is voluntary and the customer can cease participating at any time without sanction action being taken. A customer who has declined or dropped out of p2w-LinkUP can be re-referred to p2w-LinkUP at any time if it is appropriate to their circumstances and the p2w-LinkUP provider has a place for them.

### How to refer a customer

- 7.199. This process is the same as for p2w. See: '[progress2work, How to refer a customer](#)'.

## Skills Funding Agency (SFA) (formerly Learning Skills Council)

- 7.200. The Skills Funding Agency (SFA) is a publicly-funded organisation, reporting to the Department for Innovation, Universities and Skills, responsible for increasing the country's skills through investment in school sixth forms, Further Education colleges, work-based training and adult & community learning.
- 7.201. The SFA's job is to make sure that:
- young people aged 16 and above and adults have the right kind of courses and training places available to them;
  - employers who want to train their workforce can get the right training for their employees, to ensure business success; and,
  - people who want to learn new skills, get a job or gain promotion, can study for qualifications to help them do this.
- 7.202. The SFA achieves all this by ensuring the whole further education system is geared up to deliver what learners, employers and communities need. They have teams working in every local community across England to make sure they know what type of learning or training is needed in every area.

### What it can provide

- 7.203. Provision funded by the SFA to which FND customers can be referred includes:
- [Adult Safeguarded Learning](#);
  - [Employability Skills Programme](#); (see further guidance)
  - [Foundation Learning Tier](#);
  - [Skills for Jobs](#);
  - [Skills for Life](#);
  - [Train to Gain](#); and,
  - [Vocational qualifications at Level 2 and Level 3](#).

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7.204. The SFA also co-finances ESF provision in England, delivered under Skills for Jobs provision. Please note that training undertaken through ESF provision will be part-time training (see Chapter 5.4 for further guidance)

### Adult Safeguarded Learning

7.205. This programme is designed to support learning for personal fulfilment, civic participation and community development, and consists of four elements:

- family literacy, language and innumeracy;
- wider family learning;
- neighbourhood learning in deprived communities; and,
- personal and community development learning.

7.206. It supports a wide range of courses in each geographical area offered by local authorities, colleges and voluntary & community groups.

7.207. This learning is normally accessed through Adult Education Centres run mainly by local authorities. Your local SFA office should be able to provide information on how customers can access this provision.

### Employability Skills Programme

7.208. The Employability Skills Programme (ESP) is for customers with basic and employability skills needs. It is available to all customers aged 18 and over who have a skills need at Level 1 based on the National Qualification Framework (the average educated 12 year old) or below in literacy, innumeracy or language. It aims to increase employability and job outcomes for participants by improving literacy, innumeracy and language skills in an employability context.

7.209. Participation can be full or part time depending on customer need and participation on ESP is voluntary.

7.210. Eligibility to participate on ESP depends on when the individual was referred to that programme. If the individual started ESP prior to commencing with you, they can continue to participate.

7.211. If the individual is already with you there is no eligibility to access this programme

7.212. For more information visit: <http://www.lsc.gov.uk/providers/employability/>.

### Foundation Learning Tier

7.213. Foundation Learning Tier is the term used to describe qualifications at entry level and level 1 within the Qualifications Curriculum Framework (QCF).

7.214. Progression Pathways set down the parameters for designing personalised learning programmes to support individual progression through the achievement of an appropriate combination of qualifications from entry level and level 1 of the QCF. They are supported by a 'wrap-around' of

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information, advice and guidance, effective initial assessment, comprehensive ongoing review and provider collaboration.

- 7.215. Each Progression Pathway will include three distinct components:
- vocational knowledge, skills and understanding;
  - functional skills; and,
  - personal and social development.
- 7.216. In 2008/09, the SFA and the Qualifications and Curriculum Authority (QCA) will begin the phased implementation of developmental delivery of Progression Pathways. These Progression Pathways are intended to provide progression to:
- a first full level 2 within the QCF;
  - skilled work or an Apprenticeship;
  - supported employment or independent living; or,
  - appropriate provision for learners aged 14–19, including a Foundation (level 1) Diploma or GCSEs.
- 7.217. Progression Pathways will be fully implemented across publicly funded entry level and level 1 provision by 2010. We expect that, over time, all learners working at entry level and level 1 will do so within the context of the Foundation Learning Tier and therefore Progression Pathways will be the principal learning offer at entry level and level 1 for both young people and adults. This is part of the Government’s aspiration to move towards a more comprehensive but also more coherent qualification offer for both young people and adults.
- 7.218. For young people, Progression Pathways represent one of the four national suites of provision which will be available through the implementation of Promoting achievement, valuing success: a strategy for 14–19 qualifications. For adults, Progression Pathways, and more generally the QCF, will begin the development towards a more coherent and ‘joined up’ offer. This will encompass Skills for Life / Functional Skills and, in time, Integrated Employment and Skills provision.
- 7.219. Further information can be found on the Foundation Learning Tier pages of the [SFA](#) and [QCA](#) websites.

### Skills for Jobs

- 7.220. The SFA is responsible for the running of all Basic Skills and English as a Second Language (ESOL) provision to help low skilled people to get a job. This comes under the suite of provision called ‘Skills for Jobs’.
- 7.221. Customers can start throughout the year and there are opportunities to continue the programme if customers get a job part-way through. Progression once in employment is through continued individual engagement or employer led training.
- 7.222. Skills for Jobs comprises:
- the Employability Skills Programme;

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- Pre Employment Training through Local Employment Partnerships (where delivered via the SFA); and,
- some European Social Fund provision (where this is co-financed by the SFA).

### Skills for Life

7.223. Skills for Life provision cover literacy, innumeracy and English for speakers of other languages (ESOL). It offers a coherent approach to providing people with the basic skills they need to succeed in life and at work.

### Train to Gain

7.224. Train to Gain supports employees once they are in work by helping businesses of all types and sizes get the training they need to succeed. Train to Gain has been developed from the highly successful Employer Training Pilots and uses experienced Skills Brokers who will work closely with individual businesses to:

- identify the skills the business needs;
- pinpoint the right training;
- agree a tailored training package;
- find available funding; and,
- review progress.

7.225. The SFA encourages employers to opt in to Train to Gain, but employers may decide not to engage because they already have a clear plan for the further development of their employees through other means.

7.226. For more information visit:

- <http://www.traintogain.gov.uk/>; or
- <http://www.learndirect-business.co.uk/traintogain/>.

### Vocational qualifications at Level 2 and Level 3

7.227. Adult Level 2 is the equivalent of 5 GCSEs at A\*-C or NVQ2. The Level 2 entitlement is an entitlement to free tuition to study for a first full Level 2 qualification.

7.228. Most eligible adults will study for their Level 2. However, in some circumstances learners may be in a position to bypass Level 2 and study at Level 3. Such learners are termed 'Level 3 jumpers'.

### **Eligibility**

7.229. All LSC provision is available to FND customers and is delivered by SFA training providers. Your organisation should have arranged a local Service Level Agreement with the SFA to enable your customers to access this provision. Your local SFA office should be able to provide information on how customers can access this provision.

7.230. **NB – see Employability Skills Programme separately re eligibility**

# Flexible New Deal Guidance

## How to refer a customer

7.231. Further information about SFA provision can be accessed from the SFA and learndirect websites. FND and skills suppliers should work together to deliver a coherent package of work-focused support during the period of parallel participation

## Training for Work (Scotland only)

7.232. Training for Work is the Scottish Government's training programme for unemployed adults aged 18 and over and at least 3 months unemployed. Skills Development Scotland (SDS) is responsible for the programme, contracting with training providers to deliver the service.

7.233. Subject to meeting certain eligibility criteria, all FND customers are eligible to access this programme on a voluntary basis. Customers must not be mandated to this provision.

7.234. The aim of Training for Work is to provide vocational skills training to enable people to access job opportunities, its objectives are:

- to provide adults with appropriate job focused training to allow them to gain employment;
- to provide a range of occupational skills training and work-focused qualifications linked to the local labour market;
- to enable unemployed people to make a success of self-employment; and,
- to provide employers with suitably trained employees or (with support) allow them to train new recruits in the skills required by their industry sector.

7.235. It aims to help unemployed people, mainly those close to the labour market, into jobs through appropriate training and/or work experience. Customers should be referred in accordance with this aim.

7.236. You should refer only those who have the ability and motivation to take on and/or retain employment but who need additional skills (i.e. a training need) and/or work experience to get a specific job or a specific type of job. Provision will be tailored to individual needs.

## What it can provide

7.237. Training for Work offers two main elements of provision:

- **Occupational Training** – training for specific occupations (e.g. IT skills, computing, retail skills); targeted at improving and updating skills for re-entering employment (or self employment); and,
- **Customised Training** – flexible, tailored provision targeted at those capable of moving quickly into work, particularly in response to specific events like large-scale redundancies or inward investment opportunities.

7.238. Each customer entering the programme has their needs assessed by the Training for Work provider. An Individual Training Plan is drawn up and conclusions summarised in the SDS National Trainee Agreement.

## Flexible New Deal Guidance

- 7.239. The Individual Training Plan specifies the planned training provision, any activities required to develop the customer's 'core skills' and a statement of employment objectives and target outcomes. The duration of a customer's time on Training for Work and the content of the course will vary according to the needs of the individual.
- 7.240. Customers can be trained on the premises of training providers, at an employer's premises or a combination of these. Some individuals who participate in Training for Work will work for an employer but continue to follow the training identified in their Individual Training Plan (employed status trainees). Others may be testing out their business idea as part of their self-employment training. The mix of skills training, work experience and/or test trading is dictated by each customer's individual needs and Individual Training Plan.

### Length of stay on Training for Work

- 7.241. There is no restriction on the length of stay on Training for Work. It is for the Training for Work provider and the customer to agree how long it will take to complete the activities detailed on the Individual Training Plan.

### Categories of Training for Work

- 7.242. There are a number of ways in which Training for Work provision is delivered by providers and accessed by customers. These are detailed as follows:
- **Non-Employed Status Training for Work** - Non-Employed Status Training for Work is where the participant of Training for Work is in receipt of a Training Allowance Payment.
  - **Non-Employed Full-Time Participants** - Non-Employed status Training for Work participants can be full or part time. Participants in receipt of a Training Allowance who attend Training for Work for 30 hours (over a five day period) are classed as full-time participants. If however, a customer is unable to attend full-time because of personal or domestic reasons; SDS or the provider may determine whether part-time participation can apply.
  - **Non-Employed Part-Time Participants** - Part-time participants in receipt of a Training Allowance Payment must attend for at least 15 hours and up to a maximum of 29 hours (over a five to seven day period) (excluding one meal break a day). Where the customer attends on a part-time basis they are still deemed to be taking up one place on the programme. If the customer wishes to progress into full time Training for Work this will be at the discretion of the training provider.
  - **Employed Status Training for Work** - Some people can participate on Training for Work after an employer has recruited them; they are regarded as having Employed Status with additional training. The customer works for an employer, but continues to follow the training identified in their Individual Training Plan. However, the Training for Work provider must complete a SAT1 form prior to the start of training. Employed Status participants are not entitled to Training Allowances; they receive a wage paid by their employer. Customers can move from Employed to Non Employed status Training for Work and vice versa.

## Flexible New Deal Guidance

- **Self Employment Training** - Some Training for Work providers offer training to people wishing to become self-employed. An element of this training may include a period where the participant tests out their business idea with support from the training provider. This period is usually referred to as test trading. A Business Account will be set up for the customer and the provider will act as joint signatory. The provider's authorisation and agreement will be needed for the withdrawal of funds for business expenses. The customer will not be able to withdraw any money for personal use; therefore any monies earned will not affect their Training Allowance Payments. Any customer undertaking self-employment training who is entitled to receive a Training Allowance Payment should be paid in the usual way. HM Revenue & Customs state that any Training Allowance Payments made to participants during test trading are treated as part of their business profits and are therefore taxable income. All new and existing participants must now be informed about this when test trading is being discussed and again at the pre entry interview. They must be told to include details of any Training Allowance received while on test trading, and their P45, when preparing their accounts for HM Revenue & Customs.

### Skills Development Scotland Discretionary Short Training

- 7.243. Some customers may only require a short training course in order to equip themselves with the necessary qualifications or skills to take up a job interview guarantee or employment, or otherwise significantly improve their prospects of starting work.
- 7.244. These courses are designed to give participants the necessary skills and are expected to last 2 – 3 days but have the potential to last up to a maximum of 2 weeks.
- 7.245. Information about which providers are delivering these courses in your area can be obtained from SDS.
- 7.246. It is at the discretion of SDS whether a person, who has previously participated in Training for Work during the 26-week period before referral, should be allowed to undertake a SDS discretionary short training course. In addition to the above procedures, customers can only attend one SDS Discretionary short or Employment Related training course in any 52-week period.
- 7.247. You must ensure the eligibility requirements are thoroughly satisfied before referring the customer. If you discover details that put doubt on customer's eligibility, SDS should be advised and the Training for Work provider contacted for clarification.

### Role of Skills Development Scotland

- 7.248. SDS have flexibility to deliver the programme to best meet the needs of their area and local planning takes place in discussion with the local JCP office. A Statement of Arrangements between SDS and JCP is drawn up annually and reviewed on a regular basis.

## Flexible New Deal Guidance

- 7.249. SDS and their partners are expected to keep JCP up to date with details about variations to the programme in their areas, local publicity/materials and the availability of training opportunities under Training for Work.
- 7.250. SDS must work with all Training for Work providers to ensure JCP offices are informed of training opportunities available under Training for Work. They are responsible for publishing details about the local Training for Work programme. If not already available, you should contact your local SDS office to find out whether publicity material has been produced and whether they would like your organisation to display these in your offices.

### Eligibility

- 7.251. You should ensure only eligible and suitable customers are referred to Training for Work. Capacity is limited so you should monitor the availability of places and only refer people who need training to help them get a job.
- 7.252. Customers are eligible to access Training for Work provision, as long as they are:
- aged 18 and over; and,
  - are not participating in any of the following Government Funded schemes or courses:
    - a Government funded business start up scheme;
    - Positive Moves (formerly known as Programme Centres);
    - Work Trials;
    - Jobcentre Plus Employment Rehabilitation Programme; or,
    - Skillseekers (Young People).
- 7.253. Customers should be motivated to attend and have an identified training need (over and above what an employer would usually provide) in the occupational skills areas delivered by local Training for Work providers.
- 7.254. All customers must have a mandatory 'Better off' calculation performed before a referral can be considered. This is to test customer motivation, their job readiness and commitment to embark on a training course. ([Further information regarding better off calculations can be found in: Section 04 – Provision, Childcare and Additional Support](#)).
- 7.255. Neither SDS, JCP or your organisation have the right to waive the eligibility conditions for Training for Work, whether for Employed, Non-Employed or Self Employed status.
- 7.256. If Training for Work providers and/or Skills Development Scotland offices indicates they are willing to ignore the eligibility criteria, you should not agree to this and should remind them of the joint obligation to restrict access to eligible jobseekers.
- 7.257. An initial check needs to be made to confirm that the customer is eligible or is likely to be eligible for Training for Work by the eventual start date.

## Flexible New Deal Guidance

- 7.258. You must always ensure that the eligibility requirements for age and participation on other programmes are also satisfied.
- 7.259. Ineligible customers need to be told exactly why they are not eligible or not suitable for Training for Work and advised, if appropriate, of any future possibility of joining the programme.

### **How to refer a customer**

- 7.260. If you are satisfied that the eligibility and suitability conditions have been met (or will be met by the eventual Training for Work start date), you should complete the mandatory TfW Person Specification document, which provides additional detail on Customers suitability for TfW, (see [Appendix 1](#) at the end of Chapter 7). In addition an AT1 referral form (Forms are available from your Local JCP offices) should be completed prior to contacting the Training for Work provider to arrange an appointment for them to see the customer.

### Selection Process

The TfW provider will interview and select suitable referrals to TfW opportunities.

The TfW provider will also provide feedback to FND providers on unsuccessful referrals

### Pre Entry Interview

The FND provider is responsible for liaising with the TFW provider who will arrange the Pre-employment training interview with Jobcentre Plus. TFW Providers will contact Jobcentre Plus to book an appointment for the customer and then liase with the FND to organise the interview.

### Re-qualification for Training for Work

- 7.261. Customers are deemed to have completed Training for Work from the date the Training for Work provider issues notification that the customer has finished. The Training for Work provider also retains a copy of the notification.
- 7.262. This applies even where a course is only planned to last for two weeks. The ruling that allows a disregard of up to 14 days of Training for Work participation, where you judge the training to be unsuitable, does not apply in this case.
- 7.263. To re-qualify for Training for Work, 26 weeks must have lapsed between the end of the previous course and the expected start date of the new course.

## Flexible New Deal Guidance

### Re-Entry to Training for Work after a period of sickness, maternity or Jury Service

- 7.264. People whose training ended because of sickness, maternity or Jury Service may be allowed re-entry to Training for Work. If a customer asks about re-entering Training for Work following a period of sickness/maternity/Jury Service, you should refer them to their original Training for Work provider.
- 7.265. It is the Training for Work provider's decision whether or not they are able to accept the customer back onto the course to complete their original training plan. Time spent in receipt of Jobseeker's Allowance following a period of sickness or maternity does not discount someone from re-entering Training for Work.
- 7.266. Customers will receive written notification from their provider detailing the action they will need to take to get back onto training after a period of sickness/ maternity/ Jury Service.
- 7.267. Customers who are aged between 18 and 24 years old and whose training ended due to sickness, maternity or Jury Service, can complete their original training plan if accepted back by the original Training for Work provider.

### Suspected irregularities by Training for Work providers

- 7.268. If you become aware that Training for Work providers are not following the correct procedures on a regular basis, you have a responsibility to report this to the JCP TPPM for the District.

### Handling allegations of discrimination

- 7.269. If a customer complains to you about discrimination by a provider at the referral stage or whilst participating on Training for Work, details of the complaint should be passed to the JCP District Manager who will contact the relevant Skills Development Scotland office for action.

## Work Preparation and WORKSTEP

- 7.270. **Please Note:** Work Choice will replace existing [Work Preparation](#), [WORKSTEP](#) and [Job Introduction Scheme](#) programmes by combining support into a single integrated programme. Work Choice will be designed to help customers whose disability may result in them facing serious and often complex barriers to finding and keeping a paid job and progressing whilst in work. Contracts are expected to be in place from October 2010 and the new programme will provide specialist support where mainstream provision may not be appropriate or meet the particular needs of individuals

# Flexible New Deal Guidance

## Work Preparation

### What it can provide

- 7.271. Work Preparation is an individually tailored, work-focused programme that enables people to address barriers associated with their disability and prepare them to access the labour market with the confidence necessary to achieve and sustain their job goal. It can also be used to help people who are at risk of losing their job because of their disability, by helping them to overcome difficulties that are affecting their work.
- 7.272. The majority of Work Preparation programmes take the form of short, unpaid work placements, arranged by Work Preparation suppliers, with local companies within the customer's preferred occupational sector. Participation in the programme can last for a matter of hours, on an increasing hour's basis up to full-time, or for a number of weeks, dependant on the individual's needs.
- 7.273. The average length of participation is six weeks and does not usually exceed 13 weeks. However, the average length of some impairment specific programmes is longer than this; for example, the average length of a brain injury programme is 18.6 weeks.
- 7.274. Although each customer will have specific needs, the broad areas addressed can be grouped to include the following:
- occupational decision making;
  - job-finding behaviours; and,
  - job-keeping behaviours.

### Exclusions – what it does not provide

- 7.275. Work Preparation programmes are not meant to provide:
- tuition in or assessment of basic literacy and innumeracy skills;
  - medical rehabilitation (e.g. physiotherapy or nursing);
  - social rehabilitation (e.g. integrating the person back into the community);
  - careers guidance (the customer must have a realistic and achievable work goal)
  - vocational training;
  - counselling, unless there is a clear link with their disability/health related barriers to employment;
  - assessment of eligibility for WORKSTEP (see below); and,
  - a taster for training courses.

### Eligibility

- 7.276. Work Preparation is flexible and open to benefit and non-benefit recipients. In order to gain access to the programme customers must:
- be on a JCP Disability Employment Adviser caseload, regardless of employment or benefit status;

## Flexible New Deal Guidance

- have a defined job goal (you must be sure that this sort of work is available locally or that the customer is aware that they may need to move to take up this sort of job);
- have disability related needs in making a final choice of occupation or looking for work effectively; and,
- be likely to be capable of working or undertaking training by the end of the programme.

7.277. The programme may also be able to help customers who are in work, when there is a real risk of them losing their job. Work Preparation may help such customers to overcome their difficulties, therefore remaining in the same job or moving to a more suitable job.

### How to refer a customer

7.278. If you identify a customer who may require Work Preparation, they must be referred to a JCP Disability Employment Adviser (DEA). They will conduct their own assessment to identify the customer's needs and make a final decision about whether Work Preparation is appropriate. If they do not consider that an individual is appropriate they will not refer them to provision.

7.279. **Please Note:** You should be aware that there are limits to the number of places available for this provision.

7.280. For further information on formally referring customers to Work Preparation please see [Making a formal referral to Work Preparation/ WORKSTEP](#).

## WORKSTEP

### What it can provide

7.281. WORKSTEP provides support to find, secure and retain jobs for people who have more complex disability and health related barriers to finding and keeping work.

7.282. The programme offers different types of support for individuals, including job-coaching and mentoring, and focuses on providing tailored support for both individuals and employers. Long-term help and support is provided for those who need it, with the emphasis on progression to unsupported employment, where this is possible.

7.283. The programme offers a range of support mechanisms that:

- develop and improve job skills and employability;
- meet the requirements of disabled people facing the most significant barriers to work and who need continuing support over a longer period of time;
- encourage personal development and promote independence;
- encourage employers to participate in the development and support of their employee; and,

## Flexible New Deal Guidance

- enable participants to work effectively in a job, focusing on both the requirements of the employee and employer in a planned and structured way.
- 7.284. Job search support, including development planning, will in most cases lead to a job start, at which point the customer begins their period of 'supported employment'. This will mean that the customer is in full or part time Class 1 employment with WORKSTEP support. Prior to this, customers may continue to receive any benefits or other publicly funded support including continued support from you.
- 7.285. Whilst customers remain unemployed, time on WORKSTEP will count towards the 12 month period of FND. You should work together with WORKSTEP providers to deliver a coherent package of work-focused support during periods of parallel participation.

### Eligibility

- 7.286. All WORKSTEP customers must be disabled, as defined by the [Disability Discrimination Act 1995](#). This Act defines a disabled person as someone who has "a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day to day activities".
- 7.287. Customers must also be at least 16 years of age. There are no upper age constraints, other than those applied by the employer.
- 7.288. Customers must also be:
- on Employment and Support Allowance/Incapacity Benefit and/or National Insurance Credits only (including Severe Disablement Allowance and Income Support); or,
  - on Jobseeker's Allowance and/or National Insurance Credits only, for 6 months or more; or,
  - on Jobseeker's Allowance and/or National Insurance Credits only, for less than 6 months but have been in receipt of Employment and Support Allowance or Incapacity Benefit immediately before claiming Jobseeker's Allowance; or,
  - a former WORKSTEP participant (i.e. a supported employee) who has progressed but needs to return to the programme within two years or has left for other reasons and returns within one year; or,
  - currently in work but at serious risk of losing their job as a result of their disability, even after the employer has made all reasonable adjustments and considered other available support options; or,
  - a recent/prospective education leaver who does not fall within the groups above, but for whom there is clear evidence of a need for support in work; or,
  - in receipt of an Armed Forces Compensation.

## Flexible New Deal Guidance

### Suitability

- 7.289. Suitability must be demonstrated by clear evidence that WORKSTEP is the most appropriate option for the customer and that they are unlikely to find and remain in work without the additional support WORKSTEP can provide.
- 7.290. WORKSTEP is an intensive option which should only be considered when other options have been explored and exhausted.
- 7.291. When determining suitability, you should establish that the customer's barriers to finding and remaining in work will not be overcome through the normal workplace adjustments required under the Disability Discrimination Act and/or Access to Work support, and that all other options available under FND and other permitted provision (as listed in this section) have been carefully considered and subsequently excluded.

### **How to refer a customer**

- 7.292. If you identify a customer who may require WORKSTEP, they must be referred to a JCP DEA. They will conduct their own assessment to identify the customer's needs and make a final decision about whether WORKSTEP is appropriate. If they do not consider that an individual is appropriate they will not refer them to provision.
- 7.293. **Please Note:** You should be aware that there are limits to the number of places available for this provision.
- 7.294. For further information on formally referring customers to WORKSTEP please see [Making a formal referral to Work Preparation/ WORKSTEP](#) below.

### WORKSTEP providers who can recruit directly

- 7.295. Some WORKSTEP contractors can directly recruit customers without having to receive their referrals from JCP DEA. These contractors are expected to conduct the same rigorous selection and application of the eligibility/suitability criteria normally carried out by DEA.
- 7.296. If your organisation also holds a contract to provide WORKSTEP, and you are permitted to recruit customers directly, you are still required to refer FND customers to their JCP DEA.

### **Making a formal referral to Work Preparation/ WORKSTEP**

- 7.297. DEAs are specialist advisers based in Jobcentre who deal with customers with more complex or substantial disabilities and health conditions. They have an obligation to consider whether the programme will meet the specific needs of the individual, and also take account of other considerations such as value for money or availability of places.
- 7.298. Referring a customer who is not suitable or eligible for Work Preparation/ WORKSTEP will result in wasted time for the customer, the DEA and

## Flexible New Deal Guidance

yourselves. An unsuitable referral will also result in a poorer customer experience. It is therefore important to develop good communication links with DEAs in JCP.

- 7.299. Discuss individual cases with the relevant DEA before making a formal referral. If a DEA referral is considered appropriate you then need to complete form WSRef. The DEA will then consider whether a referral is appropriate, ensure the customer's Action Plan is up to date and whether there is capacity to accept the customer.
- 7.300. If a DEA referral is considered appropriate, complete parts 1 to 5 of form ES18 and send it to the appropriate Jobcentre.

### Provision considered unsuitable

- 7.301. If, after meeting the customer, the DEA decides that a referral to Work Preparation/ WORKSTEP is not suitable, they will:
- inform the customer verbally of their decision;
  - complete Part 6 of the customer's ES18 form, detailing the reasons for the decision; and,
  - send the ES18 back to you.

### Place unavailable

- 7.302. If a place on Work Preparation/ WORKSTEP is not available in the near future, the DEA will:
- tell the customer, also informing him/her that they will also be notifying you;
  - complete Part 6 of the customer's ES18 form confirming the current unavailability of the provision and if possible, when it is next likely to be available in future; and,
  - send the ES18 back to you.
- 7.303. Depending on when a place is likely to become available and what other activities the customer is undertaking, Work Preparation/ WORKSTEP may be reconsidered at another point in time.

### Customer fails to attend the DEA interview

- 7.304. If the customer fails to attend the interview with the DEA, they will attempt to contact the customer to arrange a new time and date for the interview. If they are unable to contact the customer or the customer fails to attend again, they will complete Part 6 of the ES18 form and send it back to you.

## **Working Neighbourhoods Fund (England only)**

- 7.305. The Working Neighbourhoods Fund (WNF) combines the DWP 'Deprived Areas Fund' in England with the Department for Communities and Local Government's 'Neighbourhood Renewal Fund'. WNF operates in England only.

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7.306. The WNF is part of a restructuring of the Government's approach to regenerating some of the country's most deprived areas. It reinforces the Government's commitment to devolution and partnership and the City Strategy approach of locally developed responses to high levels of worklessness in deprived areas. Funding will be routed to qualifying local authorities as part of their Area Based Grant by the Department for Communities and Local Government.

### **What it can provide**

7.307. Local authorities have flexibility to design local programmes and use this funding in innovative ways to address local priorities. Further information and details of the local authorities in receipt of WNF can be found in the [Communities and Local Government \(CLG\) website](#).

### **How to refer a customer**

7.308. Due to the flexibilities within the design of WNF programmes referral processes will differ from programme to programme. You will need to establish how to refer customers to WNF programmes at a local level.

## **Leaving the Flexible New Deal to participate in other programmes**

7.309. The following programmes cannot be accessed by customers who continue to participate in FND:

- [Pathways to Work](#); and,
- [Residential Training Programme](#).

## **Pathways to Work**

7.310. Pathways to Work provides extra support for people with a health condition or a disability to help them move into work or to be able to work in the future. Pathways to Work are for customers receiving Employment and Support Allowance or Incapacity Benefit, not Jobseeker's Allowance.

7.311. A customer must register a change of circumstances and begin claiming ESA in order to access Pathways to Work provision.

## **Residential Training**

### **What it can provide**

7.312. The Residential Training Programme delivers specific training for disabled people with complex needs who cannot enter into employment or a work-based environment without the appropriate preparation. The programme is intended to help long term unemployed adults with disabilities, and more complex disability related barriers to employment to secure and sustain a job through a combination of guidance, learning in the work place, work experience, training and approved qualifications. The programme is delivered through nine Residential Training Colleges.

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- 7.313. Programmes are tailored to each individual and their duration will vary to ensure that a customer's individual needs are met. Colleges are encouraged to run shorter and more flexible programmes that will last for a maximum of 52 weeks. In practice, most are shorter than this.
- 7.314. Programmes consist of a mixture of practical and directed training: practical training with an employer or on a project will be delivered in a real working situation. It will be planned and structured to give customers the opportunity to develop and practice skills whilst deriving the greatest possible learning benefit. Directed training is a planned programme of learning which excludes operational pressures and can be delivered either in or outside the workplace. Opportunities are available across a wide range of vocational skills.

### Eligibility

- 7.315. If you identify a customer who is unlikely to move into sustainable employment through FND, but who may benefit from Residential Training, it can be accessed through the JCP DEA. Once it is agreed that the customer can start a Residential Training Programme, the customer will be exempted from FND and you will not be entitled to claim job outcome payments if the customer finds work.
- 7.316. All customers must satisfy the following eligibility conditions:
- aged over 18;
  - resident in the UK and be eligible to work in Great Britain;
  - currently legally living in Great Britain – United Kingdom passport holder (or eligible to hold a UK passport);
  - foreign passport holder, as long as there is an endorsement in their passport allowing them to undertake paid employment (i.e. there are no employment restrictions/prohibitions); and,
  - European Union passport holder (subject to any endorsement prohibiting them from working in the United Kingdom).
- 7.317. Customers must be considered as being capable of employment on completion of the training. They should have reasonable employment prospects in the chosen training occupation in their home area and have the capability of reaching an employable level on completion of training. They can be in receipt of any benefit (e.g. Jobseeker's Allowance, Employment and Support Allowance, Incapacity Benefit or Income Support) or signing for "credits only". Although applications can be accepted from people in employment, the customer must be unemployed on day one of training.
- 7.318. Customers who have undertaken a previous period of residential training are required to wait 12 months before they are eligible to re-apply to the programme. However, if they had to leave their course early because of medical problems, they may be able to re-apply before the 12 months period has elapsed. In these circumstances, the DEA will need to contact the Residential Training Unit for further advice. In all other cases, DEA will need to provide additional evidence to support the application (e.g. reasons why

## Flexible New Deal Guidance

customer has not been successful in gaining employment since completing the previous period of Residential Training).

### Suitability

- 7.319. When making a referral to the Residential Training Programme, it is important that you along with DEA consider the customer's suitability as well as their eligibility. Customers applying for a training place must have a clear and realistic job goal in mind and understand how the course will help them to achieve it. DEA will only refer eligible individuals when suitable local training opportunities do not exist.
- 7.320. You along with DEA must also ensure that all customers are aware that Residential Training courses can be very demanding and there may be some evening and weekend study. In addition to this, you both must explain to the customer that they will be away from their home environment and support network and must be able/ prepared to mix with others of different ages and backgrounds. If either of you has any doubts about a customer's eligibility or suitability for training, they should seek further advice and guidance from the Residential Training Unit.

### **How to refer a customer**

- 7.321. The referral process is identical to [Making a formal referral to Work Preparation/ WORKSTEP](#) and guidance can be found by clicking on the link.

### **Programmes/ grants/ incentives that cannot be accessed whilst on FND**

- 7.322. The following programmes, grants and incentives cannot be accessed by customers who are participating in FND:
- **Childcare Assist** – This offers help with formal childcare costs for up to five days in the week before starting work. You are expected to cover these costs yourselves ([Further details Childcare can be found in: Section 04 – Provision, Childcare and Additional Support](#)).
  - **In Work Advisory Support from JCP advisers** – JCP offers support and guidance from a Personal Adviser to all lone parents who have moved into work to help resolve any difficulties and direct individuals towards other support.
  - **New Deal for Lone Parents (NDLP)** – NDLP offers advice and support for lone parents looking work. You are expected to offer equivalent support for lone parents on JSA.
  - **New Deal for Partners (NDP)** – NDP offers partners of benefit claimants the opportunity to join the (voluntary) New Deal for Partners programme to get a range of support to find work. As such, it is not appropriate for FND customers.
  - **Jobcentre Plus Support Contract** – implemented on 7 December 2009, replacing the Programme Centres and providing provision for JSA clients **prior to entry to the Flexible New Deal**, primarily at the 6+ month stage, with early access only available at Adviser's discretion;

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FND customers will need more comprehensive support than Programme Centres (Support Contracts) can provide.

- **6 Month offer** - This package is available for two years from 6th April 2009 to all JSA customers who are entering the Supported Jobsearch stage (stage 3) of the new Jobseeker's Regime and Flexible New Deal (JRFND) in Phase 1 districts, until they reach JRFND stage 4 at 12 months. When the customer undertakes the Pre Entry Interview and they are referred to the FND Provider, at this point eligibility for 6 month offer ends; or aged 25 and over and have been unemployed for six months or more in Phase 2 districts until the start of the FND programme.

The Offer is made up of a number of components:-

- Self Employed Credit
- Volunteering
- Work Focused Training
- Recruitment Subsidy

# Flexible New Deal Guidance

## Appendix 1 – Training for Work Personal Specification Template - (ATP1 also required for referral)

PERSON SPECIFICATION FOR ENTRY INTO TRAINING FOR WORK Mandatory
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Name of Applicant: .....N.I. Number: .....  
TFW Opportunity:.....

### SECTION 1 (For completion by the TFW applicant)

1. What type of job are you looking for?

.....

2. Please describe what training you are looking for and how it will help you get a job.

.....

.....

3. Would this improve the likelihood of you getting a job interview or employment with an employer?      Yes  No

(If you have an employment offer please provide name of employer, address, job title)

.....

4. Please provide details of your last job and/or training courses you have undertaken.

(Please include any formal qualifications you already have)

.....

.....

.....

5. Do you hold a current driving licence?      Yes  No

(Number of Penalty Points, if appropriate).....

6. Do you have any health issues or disabilities which affects, or may affect your participation or your ability to work?      Yes  No

(If yes, please provide details if you have you a clear idea of the help or support you need)

.....

.....

# Flexible New Deal Guidance

**7. Do you have any other restrictions/issues, which might affect your ability to complete a work placement/training programme? Yes  No**

(If yes, please provide details, e.g. childcare required)

.....

## **CUSTOMER DECLARATION**

(Insert name of FND Provider) works in partnership with Skills development Scotland, Jobcentre Plus and local training providers to deliver Training for Work (TFW) provision. The information you have provided on this form will help both Jobcentre Plus and these partners ensure that you are properly supported and reviewed throughout your TFW placement. It will also help us to ensure that the performance of the TFW programme is monitored effectively.

To confirm your consent to your personal details being shared with the above named organisations, can you please complete and sign the following declaration.

### **Declaration**

I agree to my personal details being passed to, and shared with the above named organisations. I understand that they may be used for evaluation purposes. I confirm that the details on this form are correct. I also accept I may withdraw my consent at any future point.

**Participant Signature.....Date.....**

## **SECTION 2 (For completion by FND Provider):**

**1. Are there job vacancies within the local labour market either currently advertised by Jobcentre Plus, or in the press/media that the individual can compete for? Yes  No**

**2. Has Customer previously participated in TFW? Yes  No**

If YES, record the date of leaving, the type of training, and provider name. (If customers are unsure or records are incomplete, contact your local Skills Development Scotland office to confirm.)

.....

**3. Has “Better off in Work” calculation been done? Yes  No**

If “No”, please explain.

.....

**Provide details of any restrictions/issues to the individual progressing to employment?**

**(i.e. Childcare costs, homelessness, attendance issues etc)**

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.....

.....

Name of FND Adviser:.....Provider:.....

Signature of FND Adviser:.....

Date:..... Telephone  
Number:.....

## SECTION 3 (For completion by TFW Training Provider) (Please circle the relevant number below and complete as required)

This is to confirm that the Participant:

1. Has been referred back to FND Provider for further support.

2. Will commence employment on:

▪ Date: .....

▪ Name of Employer: .....

Address: .....

.....

Telephone Number: .....

▪ Job Title:  
.....

Name of Provider: .....

Provider Contact Name: .....

Contact Signature: .....

Date:..... Telephone  
Number:.....

Note: On nearing completion of training, this form should be returned to FND Adviser with a copy of the ITP attached following approval with Participant.