The Work Programme

Policy Outline & Ingeus delivery in Scotland
• The Work Programme contract model
• Ingeus Delivery
• Health & Wellbeing
Background to the Work Programme

• There are currently around 5 million people on benefits, and 205,000 in Scotland

• Around 90% who move onto benefits move back into work within a year, but around 10% require more specialised support

• Revolving door – challenge of clients who have moved into work not being able to sustain. Risks around payments in arrears etc.

• Work Programme designed as two year unified programme of support for those on active benefits (JSA, ESA WRAG), usually from 1 year unemployment - earlier with some vulnerable groups
Primes Model

- A ‘blacker box’
- Larger and longer contracts – supply chain responsibilities
- Competition – success will impact contract size
- Payments by results – AME/DEL switch

**Attachment fee** – paid once per person, reducing every year to zero by year 4
**Job outcome fee** – 26 weeks in work (13 weeks for vulnerable groups)
**Sustainment fees** – every 4 weeks beyond Job outcome fee for 52 weeks (78, 104 for vulnerable groups)
Maximum Outcome payments by benefit group

- JSA 25+: £2,994
- JSA 18-24: £2,396
- JSA Disadvantaged: £5,327
- JSA ExJB: £4,959
- ESA Flow: £5,505
- ESA ExJB: £9,429
- ESA Vol: £3,500
- Job Outcome: £1,200
- Attachment (yr 1): £1,000

www.ingeus.co.uk
Ingeus Expertise

• Service Delivery Model for Work Programme has been drawn from over 20 years experience of W2W across Internationally and Europe and over 10 years experience within UK.

• In Scotland, we have delivered Pathways and FnD contracts. Over 6,000 clients. 70-80% clients sustaining into work 13 weeks. Most success in terms of sustainability with clients on health related benefits.

• Also delivered local employability/condition mgt projects for JCP, e.g. in West Lothian Project with JSA group – where we achieved high employment conversions (65% caseload) plus notable clinical improvements. Using standardised health measures to establish baseline (PHQ-9, PHQ-15, GAD-7), we saw notable clinical impact after 4 weeks of 1-2-1 and group interventions:
  • 64% reduction in depression indicators
  • 67% reduction in anxiety indicators
  • 41% reduction in somatic symptomatology scores
Ingeus Health & Wellbeing

• Ingeus Health & Wellbeing services accessible to all Work Programme customers at any time.

• Interventions are based on the bio-psycho-social model of health and illness. We deliver a specialist health-based suite of over 30 workshops delivered under following headings:
  • Specific Health problems – e.g. Coping with symptoms of pain
  • Psycho- Educational – e.g. Confidence Building
  • Lifestyle & Wellness – e.g. Healthy Eating
  • Weekly Classes – e.g. Pilates, Circuit Training

• Also offer 1:1 support alongside employment advisors, as well as In-work support, including out of hours appointments, workplace adjustments and liaison with employers etc.
Alongside the *Health and Wellbeing* services, Work Programme clients can access the ACE (*Accessible Community Experts*) Network.

The ACE Network provides access to specialist support from partner organisations to address specific constraints. They include:

- **SAMH** – Support for clients with mental health needs
- **RNIB Scotland** - Support for blind or partially sighted
- **Clarion** – Support for deaf or hard of hearing
- **Phoenix Futures** – Support with substance misuse
- **Apex Scotland** – Support for ex-offenders

Ingeus ‘Vocational Routeways’ also delivered by 17 partner organisations with W2W expertise and experience of particular client groups. They include partners such as Remploy, Forth Sector etc.