

Examples

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A claimant with a mental health condition such as mild/moderate depression/anxiety may benefit from regular face to face interventions to build their confidence. There may also be occasions when they cannot attend and would benefit instead from a telephone or online contact or from re-arranging the appointment.

A commitments meeting may be all they can be expected to do initially and it may be appropriate to set voluntary activities then build these over time to include mandatory work related requirements.

A claimant who has a long term condition may need support to build motivation and confidence to consider an alternative career path. Searching for work and looking at job specifications may be helpful in identifying a claimant's skills and experience which they can match to a job.

The condition may mean that the types of jobs which are suitable and the distance they can travel to a job are reduced. In addition, their hours of work search and any other actions must be appropriate and fit with medical appointments.

Additionally, trying out work experience and volunteering may build the claimant's CV and confidence and help them to identify and enhance existing skills.

Work and Health Programme

The Work and Health Programme (WHP) is DWP's new contracted employment provision that will help eligible claimants to find sustained work. WHP is available from November 2017 for claimants who have a disability or have early access priority. Referral to WHP is voluntary.

WHP tackles barriers to work by linking up with health and social care providers and other local services aimed at getting people into work. WHP offers more intensive, tailored support than can be provided by the standard Jobcentre Plus offer, or through other available services and provision.

See the Spotlight on Work and Health Programme for eligibility, suitability and what the programme offers.

Further guidance will be developed in due course.

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