

Fair Start Scotland programme

[Introduction](#)

[The offer](#)

[Eligibility](#)

[Relocation](#)

[Completing the Fair Start Scotland programme](#)

[Multi Agency Public Protection Arrangements - single point of contact](#)

[Unacceptable Customer Behaviour \(UCB\) single point of contact](#)

Introduction

Referrals to Fair Start Scotland can be made from 13 March 2018. Delivery of the programme starts on 03 April 2018.

The offer

The Fair Start Scotland (FSS) programme is a targeted provision offering tailored support to help eligible claimants to find sustained paid work. The Scottish Government (SG) Service Providers deliver to 9 areas across Scotland (called Lots). Claimants are allocated to the SG Service Provider in their Lot.

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

Participation on FSS is voluntary, therefore claimants cannot be sanctioned for non-attendance, failure to engage or if they leave the programme early. However, normal conditionality and mandatory work-related activity sanctions still apply.

Third party organisations may signpost potential participants to the SG Service Providers to discuss the provision and consider their eligibility for it.

There is a strict data sharing and data processing agreement between DWP and SG Service Providers detailing what information can be shared.

The SG Service Provider allocates a key worker to each claimant. During the first 2 months, the key worker delivers weekly interventions to access a range of activities to help determine the level of support required and the appropriate service strand the claimant will start at week 9. Activities include:

- baseline development of employability skills
- health and well-being assessments and guidance
- jobsearch skills and resources
- Better Off in Work Calculation and financial planning
- labour market information, including employer engagement
- mentoring support

- money management
- personal development and soft skills training, for example communications and interpersonal skills
- promotion of IT for job search (including assessment of IT skills);
- social activity to support the engagement and development of soft skills
- volunteering opportunities
- fast-track claimants to specialist organisations to provide appropriate support

These are examples, not a full list.

During this period, the claimant will develop a detailed personalised Employment Action Plan with the Service Provider which sets out agreed activities and timescales to help them move closer to work.

Claimants on FSS are still required to do the agreed work-search activities on their claimant Commitment and have the usual work-search reviews at the jobcentre.

The FSS programme lasts for 12 months but in-work support is available for a further 12 months after the claimant has found paid employment. Claimants in the intense service strand with significant barriers to employment, may have their time on the programme extended a maximum of 18 months.

Claimants on the FSS programme are not eligible for help from the Flexible Support Fund as the providers are funded to provide in work support to participants.

Eligibility

To be eligible to join FSS participants must:

- be aged over 18 and in receipt of a working age benefit or be aged 16 or 17 years old if they are:
 - disabled as defined in the Equality Act 2010
 - in receipt of Employment and Support Allowance
 - in receipt of Universal Credit and are in the work-focussed interview regime, work preparation regime or no work-related requirements regime (if they particularly want to participate)
- not be in paid work of any kind at the point of referral
- have the right to work in UK (non-benefit customer)
- have the right to live in the UK and is resident in Scotland
- **must not** have been on SG Work First Scotland, SG Work Able Scotland, DWP Work Choice or Work Programme within 13 weeks of referral to FSS.

And be either:

- long term unemployed (in receipt of a working age benefit and unemployed for 2 years without a break and have reached the 2 year stage on or after 13 March 2018)
- in one of the prescribed disadvantaged groups who need extra tailored support to find employment

The entry point for FSS varies:

Disadvantaged group	Entry Point to FSS
Disabled people, as defined by the Equality Act 2010	Immediate
Long term unemployed (in receipt of a working age benefit and unemployed for 2 years without a break and have reached the 2 year stage on or after 13 March 2018)	Immediate
Lone parents in the work-focussed interview regime or the work preparation regime	Immediate
Lone parents in the intensive work search regime or the light touch regime (but not eligible if they are in work)	6 months unemployment on or after 13 March 2018
Health issue placed in the work-focussed Interview regime or work preparation regime	Immediate
Health issue placed in the no work-related requirements regime	On outcome of Work Capability Assessment
Person with a conviction: <ul style="list-style-type: none"> • ex-offenders (someone who has completed a custodial sentence or a community sentence) • offenders (someone who is serving a community sentence) 	6 months unemployment on or after 13 March 2018
Care experience young people, for example: <ul style="list-style-type: none"> • foster care • kinship • residential care at any point Eligible for referral until age 29 (up to, but not including, their 30 th birthday)	6 months unemployment on or after 13 March 2018
Refugees with leave to remain and entitlement to claim benefit	6 months unemployment on or after 13 March 2018
Black Asian minority ethnic	6 months unemployment on or after 13 March 2018
Resident in the 15% most deprived Scottish Index of Multiple Deprivation (SIMD) areas	6 months unemployment on or after 13 March 2018
Unemployed but with a health condition which is a barrier to employment.	6 months unemployment on or after 13 March 2018

Where a claimant is eligible for Youth Obligation Support Programme, they must have completed it before joining FSS.

If a claimant leaves FSS (for any reason) they cannot be re-referred to FSS.

Relocation

If the claimant moves out of Scotland while on FSS they are no longer eligible and must leave the programme. However, a claimant moves out of Scotland but continues to work in Scotland, the SG Service Provider will continue to provide in-work support.

If a claimant on the Work and Health Programme moves to Scotland, they will continue on the Work and Health Programme with their original provider.

Completing the Fair Start Scotland programme

Claimants on the core or advanced level who have not found paid work during the 12 month period on FSS will leave the programme. There is no option to extend their time on the programme.

Claimants on the intense service strand may have their time on the programme extended a maximum of 18 months where there is a realistic prospect of the claimant finding a job within the timescale. If not, they will leave the programme.

Multi Agency Public Protection Arrangements - single point of contact

If a participant has employment restrictions due to Multi Agency Public Protection Arrangements (MAPPA), the referral will be made via a clerical form:

- the referral will not include an address so the SG will be able to identify it as MAPPA
- the Scottish Government Performance Team will contact the MAPPA single point of contact (SPOC) directly to confirm the participant has MAPPA restrictions and to identify their address.
- the provider will contact the designated SPOC to discuss restrictions
- the SPOC must copy and post the DWP referrals form to provider (a list of provider SPOCs will be provided to DWP)

Unacceptable Customer Behaviour (UCB) single point of contact

If a customer is flagged as UCB, the provider's designated SPOC will contact the DWP SPOC to discuss safeguarding measures.