

Enhanced Support Offer

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Introduction

The Enhanced Support Offer (ESO) provides access to a range of additional support to help eligible claimants prepare for and move into work. **Participation in the ESO is voluntary.**

Eligibility for the ESO initiatives are:

- all Employment and Support Allowance (ESA) claimants - pre-Work Capability Assessment (WCA) and those whose WCA outcome places them in the Support Group or Work Related Activity Group (WRAG)
- Universal Credit claimants have been found to have Limited Capability for Work (LCW) or Limited Capability for Work and Work Related Activity (LCWRA) at their WCA
- Universal Credit claimants pre-WCA who are submitting fit notes

Excluded:

- Jobseekers Allowance and Universal Credit claimants not specified above

Claimant participation is voluntary for all ESO provisions.

Additional places have been funded for claimants eligible through ESO for the following existing national provision:

- Specialist Employability Support
- Access to Work Mental Health Support Services
- Work Choice was also given funding for additional places but this has now ended.

In ESO Year 1, new provision was rolled out nationally including:

- Small Employer Offer
- Community Partners
- Journey to Employment

However, these provisions have now ended and no further referrals should be made.

There is a new option added to the District Provision Tool called Personal Support Pack, which contains all of the local ESO opportunities.

Table of Enhanced Support Offer initiatives

ESO initiative	Availability	Started	ESO claimant suitability	Access to other ESO initiatives
Additional places on Specialist Employability Support (SES)	National	3 April 2017	The claimant doesn't have to be able work any set number of hours before they start SES, but they must aspire to work 16 hours or more at the end of it.	Normal SES rules apply
Additional Places on Access to Work Mental Health Support Services (AtW MHSS)	National	3 April 2017	For claimants with mental health conditions who want to work but might need support to remain in work.	Normal Access to Work rules apply

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 voluntary unless the claimant reaches 24 months as long term unemployed (and is not already participating in the programme) in which case it is mandatory.

If a programme participant is already on WHP as a volunteer and disengages after the 24 months Long Term Unemployed trigger point, they become a mandatory participant at this point and must complete the balance of time left on the programme.

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

Fair Start Scotland Programme

Delivery of the Fair Start Scotland (FSS) programme started on 3 April 2018. FSS is a targeted provision offering tailored support to help eligible claimants to find sustained paid work.

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.

See Fair Start Scotland Programme for eligibility, suitability and what the programme offers.

District Provision Tool

The Personal Support Pack can be accessed via an icon on the District Provision Tool providing links to the ESO initiatives.