

Restart Scheme – Health journey

Contents

[Background](#)

[Key Principles](#)

[Warm Handover](#)

[Other claimants with an ongoing health condition](#)

Background

The Restart Scheme has been specifically designed to support the majority of claimants in the Intensive Work Search Regime. The Scheme provides additional dedicated resource to deliver intensive, personalised support to help participants overcome barriers to work. This type of support can help more claimants into sustained employment than would otherwise be achieved without it. It is important that we ensure as many people as possible benefit from it when appropriate.

Claimants in this group will have a variety of needs and some may need more support than others. Some may have more complex needs, and some may have health conditions, the impacts of which need to be taken into account. This is why Restart is not a 'one size fits all provision', but will provide regular and tailored one to one support, adjusted to meet the needs of the individual. As the scheme has been designed to meet a wide range of needs for those in the target group. The expectation is for a significant number of cases to find the scheme suitable.

Claimants eligible for Restart, who have a fit note, awaiting a Work Capability Assessment (WCA), or the outcome of a WCA, can be referred depending on their individual circumstances. These claimants must not automatically be discounted for referral; however, careful consideration is needed on a case by case basis. Providers must be made aware of any switching off and/or tailoring in the claimant commitment so that they can adapt their support accordingly.

For claimants with a health condition, work-related requirements must be reasonable and tailored to reflect any restrictions. This may include hours of work, type and location of work which are appropriate to the claimant's condition.

With all referrals, work coaches will need to establish on a case by case basis if there are any issues around protecting claimants at risk which may need to be taken into account. A referral to Restart must not be made if this would present a risk of harm to anyone, including those on a health journey. If a claimant has an appointee to manage their affairs and it has been decided they do not have capacity to accept a claimant commitment, a referral to Restart cannot be made. It would not be appropriate to refer those with a life threatening disease to the Restart Scheme as we could not legally mandate them to it.

Key Principles

All claimants currently on the health journey who have a Fit Note, awaiting a Work Capability Assessment (WCA), or the outcome of a WCA, can be considered for a referral to the Restart Scheme, depending on their individual circumstances.

A referral to Restart should not be considered for anyone who was referred for a WCA from day 1 of their health condition. If the medical evidence indicates the treatment or condition is one that can be treated as having limited capability for work/work-related activity, claimants in this category are unlikely to benefit from the support on offer from Restart.

When considering a referral for a claimant on the health journey, the work coach must use their discretion to carefully consider on a case by case basis if:

- protecting claimants at risk guidance relates
- participation in Restart is considered a realistic or achievable goal, and
- the claimant is likely to benefit from this additional support

A referral to Restart could be particularly beneficial for those currently not engaging through the Tailoring Up process.

If, after careful consideration, the work coach believes a referral to Restart will be appropriate for a claimant on the health journey, then a referral can be made.

As with all referrals to Restart, the work coach must discuss suitability with the claimant, and promote the benefits of Restart to maximise their engagement in the scheme. In all cases the claimant must be made aware that participation in the Restart scheme is mandatory, especially those that are keen to be referred.

Warm Handover

During the warm handover, providers must be made aware of any switching off and/or tailoring in the claimant commitment, so they can adapt their support accordingly. If the claimant is within the first 14 days of their fit note, the provider must be advised any work search activities will be voluntary until the 14 days expire. This requirement does not however prevent a referral to Restart happening within the first 14 days of a fit note being issued.

Other Claimants with an ongoing health condition

A referral to Restart can be made for claimants within the IWSR that have an ongoing health condition or disability, but:

- do not have a current fit note or medical evidence
- are not awaiting a WCA, or
- have been found fit for work at a WCA and continue to submit a fit note or medical evidence for a condition which is the same (or substantially the same) as the condition on which the WCA decision was made for the

same medical condition as work search and availability requirements are applied to these claimants

The work coach must carefully consider if there are any issues around protecting claimants at risk which need to be taken into account. A referral to Restart must not be made if this would present a risk of harm to anyone, including those on a health journey.