

# **Restart Scheme – Claimants with a health condition or disability**

## **Contents**

Background

Claimants with a fit note and awaiting a Work Capability Assessment (WCA) or awaiting a WCA outcome

Claimants who do not have a fit note or have been found fit for work

Actions for all referrals

Examples

## **Background**

The Restart Scheme has been designed to support a wide group of claimants with a range of needs and health conditions. The Restart Scheme providers will deliver intensive, personalised support to help participants overcome barriers to work and tailor support to meet the needs of the individual. The Restart Scheme will be suitable for most people in the target group.

## **Claimants with a fit note, awaiting a Work Capability Assessment (WCA) or awaiting the WCA outcome**

Claimants eligible for the Restart Scheme, who have a fit note, awaiting a WCA, or the outcome of a WCA must not automatically be discounted for referral; however, consideration is needed on a case by case basis.

You must:

- use your knowledge of the individual claimant and the impact of their health condition and consider whether participation in the Restart Scheme can be considered a realistic and achievable goal
- use your knowledge of the individual claimant and the impact of their health condition and consider whether it is reasonable to expect the claimant to meet the requirements of a mandatory programme:
  - if you consider it reasonable, the claimant should be referred to the Restart Scheme
  - if you consider that it is **not** reasonable to expect the claimant to comply with the requirements of a mandatory programme, you should not refer them to the Restart Scheme
- if the claimant is within the first 14 days of their fit note, the provider must be advised at the warm handover that any work search activities will be voluntary until the 14 days expire. This requirement does not however prevent a referral to the Restart Scheme happening within the first 14 days of a health declaration being made

Claimants that are treated as having Limited Capability for Work Related Activity should not be referred to the Restart Scheme.

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 the Restart Scheme 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.

### **Claimants who do not have a fit note or have been found fit for work**

Most people in this group will benefit from the support offered by the Restart Scheme. A referral to the Restart Scheme should be made for claimants within the Intensive Work Search Regime (IWSR) that have an ongoing health condition or disability, who:

- 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

### **Actions for all referrals**

- work coaches will need to establish if there are any issues around protecting claimants at risk which may need to be taken into account. A referral to the Restart Scheme must not be made if this would present a risk of harm to anyone
- 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
- 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
- as with all referrals to the Restart Scheme, the work coach must discuss suitability with the claimant, and promote the benefits of the Restart Scheme 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
- a referral to the Restart Scheme could be particularly beneficial for those currently not engaging through the Tailoring Up process

### **Examples**

#### **Sandra**

Sandra is 45, claiming benefits for 24 months, and has been in Universal Credit IWSR for 13 months.

Sandra previously worked in the care sector, however, due to a serious accident she was no longer able to continue. Although Sandra has now recovered physically, she has recently become very nervous when not in familiar places and has frequent panic attacks. Sandra feels anxious, cannot sleep well and because of this, feels generally run down. Sandra feels overwhelmed by her current circumstances and has recently started taking anti-depressants. Sandra has now submitted a fit note due to her current health condition.

Sandra would like to return to the care sector at some point as she is familiar with this area of work, and feels that the routine of work would help her anxiety levels. However, due to the impact this has had on her confidence and general sense of wellbeing, she is nervous of taking the next steps to future employment.

### **Is a referral to the Restart Scheme appropriate for Sandra?**

Yes, Sandra can be referred to the Restart Scheme. As Sandra is in the first 14 days of sickness, any mandatory work search activities have been removed from her claimant commitment, these can be introduced from day 15. Sandra meets the eligibility criteria and after a discussion with her work coach, it was agreed she would benefit from the Restart Scheme. This can offer her motivation and confidence building, alongside support to return to the care sector. The provider must be advised that any work search activities will be voluntary until the 14 days expire.

### **Philip**

Philip is 56 and is a double amputee, losing both legs in a motor bike accident 3 years ago, prior to the accident he was a self-employed decorator.

He worked hard to rebuild his life and with support from Access to Work, found work in an administrative role for a small catering company. Philip was made redundant as the business collapsed, and has been claiming Universal Credit in the IWSR for the last 12 months.

Philip has been looking for other office work but has been unsuccessful in getting an interview. He has now lost confidence and feels overwhelmed by his current circumstances and has recently started drinking more alcohol to try to sleep better. Philip has a fit note for severe depression and has been referred to a WCA. Philip's General Practitioner (GP) has referred him to engage with structured treatment and recovery services as part of an active route way back to work.

### **Is a referral to the Restart Scheme appropriate for Philip?**

No, although Philip could benefit from the support the Restart Scheme can offer. Due to his mental health condition and the treatment he is undertaking it would not be appropriate to refer Philip at this point. Once he is engaging in the structured treatment he could be reconsidered for the Restart Scheme. Access to Work and any other reasonable adjustments should be considered, such as the most appropriate working pattern if feasible, once Philip finds employment.

## **Simon**

Simon has been claiming Universal Credit for 12 months and is in the IWSR. He was recently involved in a car accident and fractured some ribs and has mild whip lash. Simon has a fit note for six weeks, although the GP has provided information that Simon 'may be fit for work', detailing what circumstances, arrangements could be put in place while he is recovering from his injuries.

### **Is a referral to the Restart Scheme appropriate for Simon?**

Yes, although Simon is not currently able to work, his claimant commitment has been tailored to take his current capabilities into account by adding voluntary and mandatory commitments. Although initially reluctant, following a discussion with his work coach, Simon could see participation on the Restart Scheme would be beneficial for him to increase his chances of finding sustained employment once fully recovered. The provider must be made aware of any tailoring in the claimant commitment so they can adapt their support accordingly.

## **Alison**

Alison has been on Universal Credit for 15 months and is in the IWSR. Alison recently declared she had sustained a back injury following a fall. She has already provided a fit note and advised her work coach she has another GP's appointment to receive an up-to-date fit note. The pain she faces daily, and side effects from the medication is affecting her ability to work. Her claimant commitment has been tailored to suit her current circumstances. Alison also provided additional medical evidence confirming she will need an operation on her back. She has been referred to a WCA and awaiting the outcome.

### **Is a referral to the Restart Scheme appropriate for Alison?**

No, although Alison can be set Work Focused Interviews and work preparation requirements tailored to her individual needs, making her suitable for referral to the Restart Scheme. In light of the chronic pain she is dealing with, coupled with the side effects of the medication, whilst she is awaiting surgery on her back, it would not be appropriate to refer her to the Restart Scheme at this point.