

Provision: Supporting claimants with health conditions

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Supporting claimants

Just because a claimant has a health condition or mental health condition does not mean they must be referred to support specifically aimed at those with a health condition. They may benefit more from other provision or support that is on offer. See: Programmes and Provisions.

However, there are different support opportunities available to claimants with health conditions and mental health conditions to help move them closer to work. These are to be utilised when they are the most appropriate support available to address the claimant's needs and skills gaps.

Further information can be found at [Reasonable adjustments and alternative formats](#)

Social Prescribing

Social prescribing can help people to manage their health conditions, develop confidence, and prepare for employment by connecting them with local groups and services.

Social prescribing provides people in England, Scotland, and Wales with non-medical support to address issues such as:

- stress
- debt
- loneliness

Referrals to Social Prescribing Link Workers (SPLW) may be made through third parties such as GP's, hospitals, and charities.

Claimants referred to Social Prescribing are assigned a SPLW who will work with them on a 1-2-1 basis to understand their current issues.

SPLWs are frontline non-clinical healthcare professionals. They are a key link between the NHS and community. In some areas they are called Community Link Workers or Social Prescribers.

The SPLW will identify local services who can provide support and help the claimant to develop a plan.

Support may include:

- connecting claimants with services who will help them learn to manage their finances and work towards reducing debt
- identifying social groups to help claimants feeling isolated communicate with others and participate in team projects
- preparing claimants with a health condition to return to work

Health services are different in England, Scotland, and Wales but social prescribing is used in similar ways across all three nations.

In the areas where it is available, information about signposting claimants to Social Prescribing can be found on the District Provision Tool (DPT).

Work and Health Programme and Pioneer (England and Wales)

The Work and Health Programme and Pioneer are DWP's contracted employment provision that helps eligible claimants to find sustained work. The Work and Health Programme and Pioneer tackle barriers to work by linking up with health and social care providers and other local services aimed at getting people into work. It offers more intensive, tailored support than that provided by the standard Jobcentre Plus offer, or by other available services and provisions.

See Work and Health Programme and Pioneer for further information.

Intensive Personalised Employment Support (England and Wales)

Intensive Personalised Employment Support (IPES) is a voluntary provision covering England and Wales and is for people with disabilities and complex barriers to employment.

These people would be considered to be more than 12 months from the Labour Market without the support of this programme.

IPES supports participants to increase their independence, confidence and motivation and helps claimants to move closer to and find sustained employment.

All participants will receive 1-2-1 support from a key worker who will be assigned to the participant throughout their time on provision.

See Intensive Personalised Employment Support.

Access to Work

Access to Work is a grant that provides a contribution for the in-work support of people with a health condition or disability who may need to overcome barriers to work. It can help with the extra costs of moving into work or to maintain employment.

It can help people with all types of disabilities and health conditions, including Mental Health conditions.

Access to Work is available in England, Scotland and Wales and does not replace or subsidise an employer's legal duty to make reasonable adjustments.

Support provided by Access to Work

Specialist case workers will work with the claimant and their employer to give the correct support. Access to Work can be paid to cover:

- the costs of employing an interpreter or communicator to accompany an applicant attending a job interview
- short-term or long-term financial assistance for disabled people who incur additional costs in travelling to and from work or during working hours because of their disability if they cannot use public transport.
- the cost of providing a support worker in the workplace or a driver to help the applicant get to and from work if they cannot use public transport
- the additional costs of modifications to an employer's or self-employed person's premises or equipment, to enable disabled employees to move into or maintain employment.
- work related special aids and equipment to assist people with an in-work disability need

These examples are not a full list.

For further information on the types of support provided, see: [Access to Work: get support if you have a disability or health condition: What Access to Work is - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/access-to-work-get-support-if-you-have-a-disability-or-health-condition-what-access-to-work-is).

Eligibility

To be eligible for access to work, the individual must:

- have a disability or health condition that means they need support to do their job or get to and from work
- incur additional work-related costs such as travel and specialist equipment
- be aged 16 or over

- live in Great Britain (Northern Ireland, the Isle of Man and the Channel Islands are not included for Access to Work support)

One of the following must also apply to the claimant:

- be self-employed
- be in paid employment
- due to start a job
- in need of help at a job interview
- about to start employment
- about to start work experience

Access to Work support is not available to claimants on the Specialist Employability Support programme.

For more information, see: [Access to Work](#).

Access to Work Mental Health Support Services

Access to Work Mental Health Support Services is a 6 month support provision.

Access to Work Mental Health Support Service is designed to support:

- working people who are at risk of falling out of work
- those with a potential job offer to transition into work

Fair Start Scotland programme

The last referrals are on 20 March 2024.

Fair Start Scotland (FSS) is a voluntary targeted provision offering tailored support to help eligible claimants to find sustainable 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. It offers more intensive tailored support than that provided by the standard Jobcentre Plus offer or by other available services and provisions.

See [Fair Start Scotland](#) for eligibility, suitability and what the programme offers.