

DWP Stakeholder Bulletin – May 2014

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Help to Work for claimants returning from the Work Programme

From 28 April 2014, under Help to Work, Jobseeker's Allowance claimants returning from the Work Programme will be mandated to one of three options:

- Mandatory Intervention Regime - where Jobcentre Plus Advisers/Work Coaches spend more time with claimants;
- Daily Work Search Reviews (phased in between 28 April 2014 and December 2014) - where claimants attend the Jobcentre every day for up to three months; and
- Community Work Placements - where claimants will undertake work placements for up to six months alongside provider-led jobsearch. The first claimants will be referred from the end of May.

In England, Community Work Placements will be part-funded by the European Social Fund, under DWP's co-financing agreements.

From July, the above will apply to Universal Credit claimants who are subject to intensive work search requirements and who return from the Work Programme.

See the [May Touchbase](#) for more information

Personal Independence Payment improvements

DWP is improving the service it gives to Personal Independence Payment (PIP) claimants.

Claimants now get a text message confirming their 'How your disability affects you' form has been received. The message explains they will be contacted by a health professional if they need an assessment and estimates how long the claim may take.

Improvements have been made to the process for PIP claims submitted under special rules for terminally ill people. This includes a new NHS.net email account so health professionals can use the electronic DS1500 form. The NHS.net email is currently available only in England and Scotland. In the meantime, health professionals in Wales should continue to use the paper DS1500 form.

Information for support organisations is available at GOV.UK/PIP.

Employment Support Allowance claims

Jobcentre Plus is encouraging Employment and Support Allowance (ESA) claimants, where possible, to make their claims over the phone in order to receive a quicker and more efficient service. Advantages include:

- Being able to speak to someone in person, who will go through the application form
- Reducing delays as claimants will be told if extra evidence is needed;
- Getting a chance to check the information - a copy of the form is sent to the claimant;
- Being kept up-to-date on the progress of a claim, usually through text messages, and
- Being told how to contact the Department and next steps.

Further details on how to claim ESA can be found at GOV.UK

Scotland Analysis

As part of the UK Government's Scotland analysis programme, DWP published Scotland Analysis: Work and Pensions on 24th April 2014.

The Government report showed that:

- An independent Scotland could face additional social security costs of £1.55bn per year over the next 20 years as a result of demographic changes and Scottish Government proposals;
- As part of the UK, Scotland has a balance of an efficient social security system with a largely devolved skills policy to meet local needs.

See the [Scotland Analysis paper](#) for further information