

Withdrawn

This publication is withdrawn.
The publication is no longer current.

Chapter 1: Introduction and Overview of the Programme

This Section pertains to all referrals to SES provision during the contracts' extension period nationally from September 2017. For guidance pertaining to all referrals to SES made prior to this extension period please see the previous version of SES Provider Guidance which has been retained on GOV.UK for reference:

<https://www.gov.uk/government/publications/specialist-employability-support-provider-guidance>

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Introduction

- 1.01 This DWP Programme-Specific Provider Guidance supports you, the Prime Provider, in the delivery of Specialist Employability Support (SES) provision on behalf of the Secretary of State for Work and Pensions. It forms part of your contract and provides guidance on processes and requirements, supporting the programme contract details and the legal arrangements for delivery.
- 1.02 This guidance must be read in conjunction with:
- The 'Specialist Employability Support Invitation to Tender – Specification and Supporting Information';
 - Your Contract; and
 - [DWP Generic Guidance](#) particularly [Framework Generic Guidance](#) and Protection of Vulnerable Groups Scheme
- 1.03 If there is any conflict between your contract and this guidance your contract takes precedence. If there is any conflict between the Programme Specification and this guidance, in relation to DWP's internal procedures and processes, this guidance takes precedence.

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- 1.04 You must ensure that any organisations with which you have a sub-contractual relationship also have access to, and read, this guidance.

The DWP Customer Charter

- 1.05 DWP is committed to provide high quality and efficient services to our customers. [The DWP Customer Charter](#) sets out the standards that customers can expect and what their responsibilities are in return. DWP is dedicated to raising the standards of all our contracted provision and require all providers and sub-contractors to embed the principles of the Customer Charter into the services you deliver on DWP's behalf. The 'shared promise on customer care' developed by the Employment Related Services Association and supported by DWP, makes the commitments given in the DWP Customer Charter more specific for welfare to work providers in signing the Shared Promise. DWP would expect providers to support the commitments contained in it.

Overview of the Specialist Employability Support Programme

- 1.06 SES is a voluntary provision aimed specifically at customers whose health-related barriers to work do not allow them to benefit immediately from larger-scale employment programmes, either DWP or non-DWP, national or local provision and/or programmes.
- 1.07 SES is designed to assist those at risk of exclusion from the job market to secure and sustain paid employment, or self-employment, through an individually tailored combination of guidance, learning and training.
- 1.08 Specialist Employability Support is designed for disabled customers who have employment support needs and barriers that are likely to take more than six months to resolve, so that they are currently prevented from benefiting from other provision or starting work. Such customers would be likely to experience more complex employment challenges. Please see Chapter 5 of this Guidance for a full description and detailed guidance on SES.
- 1.09 The duration of the support and training will vary to meet individual needs and opportunities will be made available across a wide range of skill levels. The aim is to support the customer in moving closer to, and competing in, the job market (either via SES or wider provision) by helping them to gain the skills and experience they need in order to overcome employability barriers and obtain and sustain employment that will last at least 13 weeks and then

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subsequently for at least a further 13 out of 17 weeks in the competitive labour market, where appropriate.

Sensory Impairment

- 1.10 Sensory impairment providers will be expected to meet the specific support needs of people with visual or hearing impairments where the sensory impairment presents the key barrier to progress. For example: a customer who has recently acquired a sensory impairment, or whose existing condition has significantly deteriorated. Customers referred with a sensory disability may also have other conditions/disabilities requiring support. You will be expected to provide the support required for other disabilities customers may have.

Pan Disability

- 1.11 Pan-disability providers will be expected to meet the needs of all members of the customer group, including providing specialist support for people with sensory impairments and disability groups with the lowest employment rates in other disabilities and characteristics i.e. people with autism, mental health conditions, learning disabilities, or other hidden impairments.

Programme Duration

- 1.12 All customers are required to complete provision, training and support by the end of the contract period. DWP will work with each provider to assess referrals leading up to the service delivery end as specified in your contract date to ensure that a reasonable expectation is placed on the provider and the customer.
- 1.13 DWP will only make outcome payments in respect of people who have left the provision by the service delivery end date. Where paid employment is achieved and the customer exits provision, support can be provided to individuals to ensure that employment is sustained. NOTE: Job outcomes cannot be paid where this support constitutes subsidised employment i.e. where wage incentives are paid.