

# Withdrawn

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The publication is no longer current.

# Specialist Employability Support (SES) provider guidance

## Chapter 4: Work Focussed Individual Support

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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>

### Work Focussed Support

- 4.01 You must ensure that throughout the time the SES customer is on your programme, the support you provide is appropriate to their needs; this could include medical support and accommodation needs.
- 4.02 You will be paid as per the [financial procedures set out Chapter 8](#) of this Guidance. Where you identify the need for additional support for the customer you are expected to secure such additional funding from other sources such as other government departments, local authorities or health providers.
- 4.03 Note: If customers are on benefits when they commence SES, they will retain these benefits. Decision making in relation to benefit entitlement remains the responsibility of JCP.
- 4.04 You must offer services on a 52-week roll on/roll off basis.

### Individual Support Plans

- 4.05 An Individual Support Plan must be completed and agreed with each customer when commencing the Programme.
- 4.06 The Individual Support Plan is a key element of SES and it must reflect the customer's aspirations and job goals, as well as, and including, all agreed support mechanisms.

- 4.07 It must be signed and dated by all parties and you must ensure that all customers in your programme have a copy of their current Individual Support Plan.
- 4.08 You must ensure that all Individual Support Plans are produced in a format which is accessible to your customer and that they can understand.
- 4.09 This Plan must be reviewed regularly and revised, if required, to reflect the needs of the customer.
- 4.10 All support included in the Individual Support Plan must be clearly linked to the customer's agreed employment or career objectives.
- 4.11 Any qualifications included in the Individual Support Plan must be clearly linked to the customer's employment or career objectives.
- 4.12 Individual Support Plans must be regularly reviewed with the customer; regularity will depend, to a certain extent, on the length of support and the needs of the customer, but the review periods must be agreed and defined in advance.
- 4.13 SES is an individualised customer-focussed programme and the service and the extent of the support you give should reflect your individual customers' circumstances and their needs.
- 4.14 The Individual Support Plan should be a 'living document' and customers must be regularly and actively involved in discussing their circumstances and the steps needed to assist their development while on the SES programme and, where appropriate, beyond.
- 4.15 All significant activity must be recorded in the Individual Support Plan e.g. rationale for length of time in the programme; purposeful activity agreed and accomplished by the customer; milestones agreed and passed; use of any distance travelled tool.
- 4.16 You must ensure that accurate records are maintained for each customer of the actual hours of weekly/monthly support and participation, including how the activities relate to achieving each objective agreed. Where support is given from more than one source (e.g. sub-contractor, employer, third tier organisation or other external organisation) you must ensure that all the contributions are included and recorded weekly/monthly and evidenced in the Individual Support Plan. Activities should be recorded separately with an

indication of the time period for each. Recording should be concise and not over-descriptive but sufficient to convey what has been done.

- 4.17 In SES, a programme designed for people with complex needs, it is anticipated that there will be evidence of addressing barriers other than disability and you should have in place, and demonstrate, a rigorous process to identify and assess the impact of a wide range of factors which may affect your customers' employability. Some examples of this might be:
- advocacy support (e.g. to seek help with debt, housing issues etc.);
  - sign-posting to local initiatives;
  - advice on coping strategies for dealing with particular medical conditions; and/or
  - supporting through significant life-changing events.

This list is not exhaustive.

- 4.18 You may also need to consult and work with the customer's support network, which could include family, carers, social workers etc. provided the customer agrees to consultation. This must be recorded within the Individual Support Plan.
- 4.19 The original Individual Support Plan must be kept by you for inspection by DWP if required.

## **Planning for SES Customers**

- 4.20 You must undertake a detailed needs assessment for each customer upon commencement on provision, and develop and agree an Individual Support Plan to move customers into work.
- 4.21 The SES Individual Support Plan may include:
- In-depth personal development programmes tailored to the particular needs of disabled learners. These could include programmes such as interview skills, confidence building and making a good first impression;
  - Help and support in finding and securing sustainable Employment and use of links with employers local to the customer. Job search support must be provided during the period the customer is with you. You should not rely on referring customers to other Jobcentre Plus funded support for job search support after the end of the support period;
  - Identifying and securing funding if required from social services, healthcare providers, local authorities and other government departments so that where customers face additional non-disability-related barriers to work such as housing issues, addiction problems, debt and/or long-term unemployment, these can be tackled in a holistic manner. This should enable them to provide a holistic service including, where appropriate, health support (e.g. CBT), skills training (e.g. NVQs) and solutions to social problems (e.g. addiction therapy); and/or

- Where appropriate, you must liaise with Jobcentre Plus, including the Disability Employment Adviser/Work Coach, to assist the customer in gaining any support available through Access to Work as they exit the provision into work.

This list is not exhaustive.

## **Permitted Work**

Permitted Work supports the government's commitment to removing barriers to work for people with long term health problems who want to take steps back to work. Customers claiming certain incapacity-related benefits may undertake some element of part time work to test out their capacity to work and to help with the transition into long-term work. Please see [Annex 7 of this guidance](#) for full details of Permitted Work with the SES provision.