

Work Able Scotland is mapped across all stages of the Scottish Government - Strategic Skills Pipeline Framework (SSP) and the aim is to provide a flexible, tailored, case managed package of employment support for Employment and Support Allowance (ESA) and Universal Credit (UC) benefit recipients who want to work and require support to progress towards and into sustained employment. Work Able Scotland is not the only provision available and **Work Coaches should also ensure understanding of the full range of provision within the local area.**

The Referral Form must be completed for all individuals who are being referred to Work Able Scotland provision by DWP Work Coaches. The Referral Form is designed to be self explanatory however the following guidance has been developed to support DWP Work Coaches with completion.

### **Section 1 – DWP referring organisation details**

Please complete all sections with details of the Work Coach referring the individual, JCP Office and contact details.

### **Section 2 – Customer details**

Please complete all sections with the customer's personal details. The Customer's NI number is particularly important to Service Providers as it is used as the Customer's unique identifier for the SDS Funding, Information and Processing System (FIPS)

### **Section 3 – Customer eligibility**

Access to the Work Able Scotland programme will be voluntary. DWP Work Coaches have a role to ensure that the Customer is both eligible and suitable for Work Able Scotland services.

This section will confirm eligibility to participate in Work Able Scotland. **DWP Work Coaches will determine whether the Customer is capable of entering employment within the period of the programme, and meets the agreed entry criteria.**

Boxes should be ticked to confirm eligibility and type of benefit.

#### **Work Able Scotland eligibility requirements are:**

- Customer is not in employment or self-employment; and
- Customer is at least 18 years of age; and
- Customer is not eligible to participate in any programme available through the DWP; and
- Customer is willing (i) to fully participate in and complete the identified services to be provided by the Service Provider, and (ii) to work; and

- Customer is in receipt of ESA and is within Work Related Activity Group (WRAG) recently assessed by DWP Work Coach as being able to enter work for at least a minimum of 16 hours per week within a 12 month period or less, or the Customer is in receipt of Universal Credit subject to conditionality level 4 (limited capability for work; ESA WRAG equivalent; those within work preparation regime).

## Section 4 – Customer Skills

**This section should identify a Customer’s existing skills (including qualifications and experience) in relation to their employability and job goals.**

- Core Skills

When completing this section, please comment on the component parts of each core skill e.g. oral and written communication.

Ideally, a more objective process such as the Scottish Qualification Certificate\* result should be used for the core skills of numeracy and communication.

For some individuals, they may not have formal qualifications and it may not be possible or appropriate to gain evidence of their skills through objective methods. The individual may also have barriers to learning which make it difficult to provide firm and objective evidence of their current skill level.

In these circumstances you may have gained a good understanding of their core skills through their interview and other activities undertaken. You should also gather as much qualitative evidence as possible in order to identify their skill levels. This could be achieved by exploring learning and/or personal achievements gained through school, work experience or life experiences.

- Other skills, qualifications and experience

Please also specify any other skills and experience relevant to the referral, i.e. previous work experience undertaken, any personal achievements and/or employability skills gained by the Customer.

- Background/Personal Circumstances

A discussion should take place between the DWP Work Coach and the Customer around any background/personal circumstances which may impact on their employability.

### *\*Scottish Qualification Certificate (SQC)*

Individuals, who completed their school education in Scotland after 1994, should have a SQC which includes a profile of the highest level of core skills that they have attained to date. Where it is available, this is the most robust form of an individual’s core skill level and should be obtained wherever possible.

If an individual has completed SQA exams but has no certificate they can check their results on the [My SQA](#) website. They will need to register using their Scottish Candidate Number (SCN) and a unique email address. If they do not have their SCN they can contact SQA on 0345 279 1000 for confirmation of their details and their SCN. Following registration, an activation code will be sent by email enabling them to access their SQA account online.

## **Section 5 - Customer needs to be met by Work Able Scotland**

This section should confirm the suitability of Work Able Scotland to address the Customer's needs by providing a summary of the Customer's identified needs including details of any assessments previously completed. It is expected that all Work Able Scotland Customers will have underlying health issues and shall require support from the Service Provider to manage these to allow the Customer to progress into work. It is important that the DWP Work Coach highlights any known health issue that could have implications for the nature of the Work Able Scotland provision, making it clear where possible what the implications may be.

Recommendations for inclusion in Work Able Scotland provision should be identified specific to the Customer's needs and ticked under Core Skills, Personal Development, Career Management Skills, Work Related Learning, Enterprise Education and Health and Wellbeing. Any additional requirements or information to assist the Service Provider when working with the Customer should be noted within the 'Any other requirements' free text box.

Expected Customer characteristics which may help the DWP Work Coach to define the suitability of Work Able Scotland to address their needs include the following:

- are not job ready due to health restrictions
- are deemed to be at high risk of not achieving an opportunity if they are not supported in developing their Career Management Skills.
- are ready to undertake activity where, for example, they can work alone or with others on simple routine, familiar tasks under frequent supervision. They should also be able to participate in the setting of goals, timelines, etc
- may have specific Communication & Numeracy needs,
- may require support to overcome personal barriers such as motivation, self-confidence or self-discipline challenges,
- may require support with health related coping strategies and assistance with work place skills which Work Able Scotland activity should help to address
- will be able to achieve a job within 12 months.

## **Section 6 - Agreed suitable Work Able Scotland provision**

The DWP Work Coach should discuss the Service Provider offers based on a review of the Service Provider fact sheet and the Customer must confirm the Service Provider selection. Once the preferred Service Provider has been selected the DWP Work Coach must complete this section with the Service Provider details as outlined in the Fact sheet.

## **Section 7 – Confirmation of eligibility and suitability**

The DWP Work Coach must sign this section to confirm the eligibility and suitability of the Customer for the agreed Work Able Scotland provision.

## **Section 8 – Customer declaration**

The Customer must sign the declaration to confirm their understanding of Data Sharing, and confirm that they will notify both DWP and the Service Provider should there be any change in their circumstances. The Referral Form must be signed and dated prior to any information being shared with regard to the Customer and is only valid for 28 days prior to starting on Work Able Scotland.

## **Section 9 – Feedback**

Once the outcome of the referral is known it is the responsibility of the Service Provider to complete Section 9 of the Referral Form and return it to the specified Work Coach/JCP office, as detailed in Section 1, within 5 calendar days of either the referral interview or the start date, whichever is the later.

For example – a Customer may attend a referral interview with the Service Provider and a start date is agreed for 5 calendar days after that interview – the Service Provider should return Section 9 to JCP within 5 calendar days of the actual start date. It is important that the Customer has actually started before Section 9 is returned.

OR

For example – a Customer may attend a referral interview with the Service Provider and for whatever reason it is deemed that Work Able Scotland is not appropriate for the Customer – the Service Provider has 5 calendar days from that referral interview to return Section 9 to JCP, as detailed in Section 1.

Any Customer eligible for Work Able Scotland activity who is not offered a start date must promptly be given an explanation of the reason for this by the Service Provider and detailed feedback provided to the DWP Work Coach. There are 2 potential reasons: (1) The Service Provider has no available places on their Work Able Scotland provision or (2) The Service Provider considers that the Customer has not fully understood the commitment required for participation in Work Able Scotland. The Service Provider must try to resolve any misunderstanding on the availability and/or content of their Work Able Scotland programme with the Customer and the DWP Work Coach.

The Service Provider must retain all Referral Forms regardless of whether the Customer starts on the programme or not.