

# **RESTART** **SCHEME**

## **ENHANCED SUPPORT TO HELP PEOPLE ENTER SUSTAINED EMPLOYMENT**

Information for Jobcentre Plus  
Referral Guide Central & West London



**ingeus**

  
Department  
for Work &  
Pensions  
In  
partnership  
with



## INTRODUCTION

**The Restart Scheme is part of the government's Plan for Jobs to help people and businesses recover from the economic effects of the Covid-19 pandemic.**

The Restart Scheme gives Universal Credit claimants enhanced support to help them find jobs in their local area.

Ingeus will be delivering the Restart Scheme across Central & West London on behalf of the Department for Work and Pensions, working in partnership with local partners and employers to break down any employment barriers that could be holding people back from finding work. We will provide up to 12 months of tailored support for each participant.

To access the Restart Scheme, claimants must be referred by their Jobcentre Plus Work Coach. Referrals will benefit claimants who are expected to look for and be available for work but have no sustained earnings.

This guide provides you with the information you need to know to refer eligible claimants who would benefit from additional support to restart their employment.

## HELPING PEOPLE TO RESTART THEIR EMPLOYMENT

# FAST FACTS



## CLAIMANT ELIGIBILITY

Please refer to Restart Scheme guidance for eligibility criteria.



## DURATION OF SUPPORT

Up to 365 days of support



## AREAS

Delivered across Barnet, Brent, Camden, City of London, Ealing, Hackney, Hammersmith & Fulham, Haringey, Harrow, Hillingdon, Hounslow, Islington, Kensington and Chelsea, Lambeth, Lewisham, Southwark, Tower Hamlets, Wandsworth and Westminster.

# CONTACT US

If you would like to speak to someone about the Restart Scheme or require further information, please contact our Engagement Team on **0800 020 9989** or **020 3438 8999** or speak to a member of your local team:



You can also visit us at [www.ingeus.co.uk/restartscheme](http://www.ingeus.co.uk/restartscheme)

# WHO CAN JOIN THE RESTART SCHEME?



## ELIGIBILITY CRITERIA

Please refer to Restart Scheme guidance for eligibility criteria.

**The Restart Scheme should also be suitable for the claimant’s current circumstances.**

There may be an opportunity for discretionary referral, when advised to do so, at other points in a claimant’s journey on a case by case basis where your conversations with the claimant suggest this is the most appropriate route for the individual. To find out more please refer to the District Provsion Tool.

# HOW DO I REFER A CLAIMANT TO THE RESTART SCHEME?



## STEP 1: INTRODUCE THE RESTART SCHEME

Tell your claimant about the Restart Scheme and how it can help



## STEP 2: SHARE INFORMATION

Give them the Restart Scheme leaflet and tell them to visit our website for more information.



## STEP 3: CALL US

Make a 'booking call' to our Restart Scheme Engagement Team to arrange a warm handover for your claimant.

### Booking call

Contact our Engagement Team on one of the following telephone numbers to book a warm handover.

Local Telephone: 020 3438 8999  
Freephone: 0800 020 9989

You will need the following information to hand:

- Claimant's name.
- Claimant's National Insurance Number.
- Your JCP office name, email address and direct telephone number.

Our Engagement Team will arrange a time and date for the warm handover call with you and your claimant and send you a follow-up email to confirm the details.



## STEP 4: COMPLETE THE WARM HANDOVER

The warm handover is a meeting that takes place between you, your claimant and one of our Restart Scheme Engagement Advisors.

### Warm handover

The claimant can join the warm handover in-person with you at the Jobcentre or by telephone.

If the claimant is with you at the Jobcentre, you will telephone the Engagement Advisor on the direct dial number provided to start the warm handover.

If the claimant is joining by telephone, you will start the meeting by contacting the claimant on the telephone number they have provided and completing ID/security checks as required. You will then dial in the Engagement Advisor on the direct dial number provided to join the call and start the warm handover.

During the warm handover, we will:

- Promote the benefits of the Restart Scheme to the claimant and answer any questions.
- Confirm their identity and their preferred method of communication.
- Confirm the claimant's dedicated Restart Scheme Advisor and centre.
- Agree and confirm the time and date for the claimant's in-person initial appointment with their Advisor.
- Tell the claimant about the iWorks portal and confidence questionnaire and if the participant has an email address iWorks access details will be sent.

After the call, you will then process the referral to us and generate the UC598 Initial Appointment Letter.

**iWorks**, Ingeus' online career platform, allows participants to manage their journey, view their calendar of activities, and access thousands of free employability resources and learning activities



## WHAT HAPPENS NEXT?

Once we have received and processed the referral, the allocated Advisor will contact the participant to introduce themselves and check they have all the information they need for their initial appointment.

We will also send a reminder of the initial appointment to the participant by their preferred method of communication.

At the initial appointment, the Advisor will:

- Welcome the participant to their local Restart Scheme centre.
- Provide more information about the Restart Scheme and the support it provides.
- Provide the participant with their Restart Scheme Handbook.
- Start the support Assessment to create a personalised Action Plan to help the participant secure sustainable employment.

## WHAT SUPPORT DOES THE RESTART SCHEME PROVIDE?

**The Restart Scheme offers a maximum of 365 days of personalised, job-focussed support with a dedicated Advisor.**



### TAILORED SUPPORT

- A diagnostic assessment identifies the Participant's current employment barriers, skills and requirements to ensure support is tailored to their needs.
- A SMART action plan is created in agreement with the Participant to address sources of concern and barriers as they progress towards employment or self-employment.
- Ingeus' local integration team provide a one-stop shop to local services via a wide range of community links and established partners working together to address specialist areas of concern.
- Participants can choose how we communicate with them about their support – including telephone, SMS or email.



### INDIVIDUAL SUPPORT

- Each Participant is allocated a dedicated Advisor who will stay in contact with them throughout their journey, including an initial introduction meeting, 1-2-1 contact every fortnight, and face to face meetings every four weeks.
- Advisors will provide support and advice through the support and into employment, including job vacancy identification and job applications.
- Ingeus' dedicated Performance Fund gives participants access to additional services or interventions from local organisations to overcome specific barriers to work (e.g. transport, digital skills).



### JOB-FOCUSSED SUPPORT

- iWorks, Ingeus' online career platform, allows participants to manage their journey, view their calendar of activities, and access thousands of free employability resources and learning activities
- Support and interventions are designed in accordance with the local labour market, using employer relationships to identify suitable vacancies and work opportunities.
- Help will be provided to understand the possible impact of paid employment on welfare benefits.
- In-work support is available to help people make the transition back into employment and stay in-work.

# HOW IS THE RESTART SCHEME DELIVERED?

Participants will be required to attend Action Plan Reviews in person every four weeks.

For the rest of the programme, including the fortnightly reviews, participants can choose how they contact us and access the Restart Scheme. For example, they could choose:

- To meet in person for all appointments and activities
- To have fortnightly appointments over the telephone
- To have video calls for fortnightly appointments
- To use the iWorks participant portal messaging service
- To use a mix of telephone, in person, or online



Participants can also choose whether they receive information by post or email.

# OUR DELIVERY PARTNERS

To deliver the best support for participants, Ingeus embraces the expertise and shared values of a range of community partners. In Central & West London, Ingeus is delivering the Restart Scheme with our following supply chain partners:



## GET SET UK

Get Set UK delivers mainstream programmes on behalf of the Department for Work and Pensions and local authorities. Providing help to local residents including the recently unemployed, people with poor health, and older workers, they specialise in delivering employability and skills support.



## SEETEC PLUS

Seetec Plus is an established provider of programmes to help unemployed adults to reskill and find work or self-employment. They are experts at helping people with health conditions and disabilities and they are at the forefront of the Disability Confident movement, engaging employers who are sympathetic to the needs of disadvantaged jobseekers.



## TWIN TRAINING

Twin is a 25 years-established provider of Government-funded courses in welfare-to-work, education and training and has supported a wide range of customers. Partnership, performance and passion have long been cornerstones of Twin success. They also provide travel and education experiences for students of varying ages from up to 90 different countries.



## GROUNDWORK

Groundwork creates and delivers services to meet the needs of London and Londoners. Their priorities are to improve the prospects of participants, and promote and create better greener living and working spaces. Groundwork increase employability, improve health and wellbeing and support people to become actively involved in the way decisions are made about services in their local area.

We are actively sourcing vacancies with employers and expanding our partnerships with local providers and specialists to create a holistic network of job-focussed support.

# LOCATIONS



- INGEUS CENTRES**
- 1 Ingeus Brent
  - 2 Ingeus Islington
  - 3 Ingeus Lambeth
  - 4 Ingeus Barnet
  - 5 Ingeus Ealing
  - 6 Ingeus Hackney
  - 7 Ingeus Hammersmith
  - 8 Ingeus Haringey
  - 9 Ingeus Lewisham
  - 10 Ingeus Tower Hamlets
  - 11 Ingeus Wandsworth
  - 12 Ingeus West Kensington
  - 13 Ingeus Harrow
  - 14 Ingeus Hounslow

- SUPPLY CHAIN PARTNER CENTRES**
- A Seetec Pluss
  - B Get Set UK
  - C Get Set UK
  - D Groundwork
  - E Twin

# CLAIMANT FREQUENTLY ASKED QUESTIONS



## HOW WILL MY APPOINTMENTS BE DELIVERED?

Actions Plan Reviews will take place face to face in person, all other appointments can be delivered by telephone, online or in person.



## DO I STILL ATTEND THE JOBCENTRE IF I'M ON THE RESTART SCHEME?

Your Restart Scheme appointments are separate to your Jobcentre Plus appointments, and you should therefore continue to attend the Jobcentre as required.



## CAN YOU HELP WITH INTERVIEW CLOTHES?

Yes. When you are ready to attend interviews, you will be supported to look and feel work ready.



## CAN I GET HELP WITH USING I.T.?

We will provide you with any support you need to access the Restart Scheme, including any digital skills as required.



## DO I NEED ANYTHING FOR MY INITIAL APPOINTMENT?

You should bring some form of ID such as a passport, driving licence or identity card, and anything else you may need, for example, your glasses.



## DO I HAVE TO BE ON CERTAIN BENEFITS TO JOIN THE RESTART SCHEME?

Yes, the Restart Scheme is only available to Universal Credit claimants.



## HOW OFTEN WILL I SEE MY ADVISOR?

You will have contact with your Advisor every two weeks, with face to face meetings every four weeks. You can also contact your Advisor at any time in between.

## ABOUT US

Ingeus delivers services to help people improve their employment, skills, health and wellbeing. Our mission is to enable better lives. We work with government, supply chain partners, employers and community organisations, and have been delivering trusted and tailored solutions for customers across the UK since 1997.

Our services include the Work and Health Programme, JETS (Job Entry Targeted Support), and the Access to Work Mental Health Support Service.

Our values are at the heart of everything we do, the way we approach our work is what sets us apart.



For more information visit [ingeus.co.uk](https://ingeus.co.uk).



---

# REMEMBER, YOU CAN CONTACT US AT ANY TIME.

**Local Telephone: 020 3438 8999**

**Freephone: 0800 020 9989**

---

## MORE INFORMATION

For more information about Ingeus and our range of services, visit us at [ingeus.co.uk](http://ingeus.co.uk) or on social media.



This information is available in alternative formats such as Braille and large print on request.

210719

