



The Restart Scheme will be:

- Personalised: It will be tailored to each individual's needs, with providers required to deliver a quality, personalised offer for all participants
- Engaging: Work Coaches, Participants and Providers will work together
- Flexible: Designed to adapt to changing national and local conditions
- Contracted Out: It will use the expertise and innovative ideas of trusted providers

£2.9 billion allocated for the Restart Scheme which is a mandatory contracted employment programme to support the long term unemployed

Provide intensive and tailored support to over 1 million UC Intensive Work Search Regime claimants who have been out of work for between 12 and 18 months.

12 Contract Package Areas across England Wales – 8 providers delivering the Restart Scheme across these areas

Providers on Tier One of DWP's Commercial Agreement for Employment and Health Related Services framework (CAEHRS) were invited to bid. The providers and their delivery partners, including specialist charities and small and medium-sized enterprises, will complement the vital work of Jobcentre Plus with extra expertise, investment, innovation and additional capacity for tailored support

Claimant conversations will start at the end of June 2021 and the Restart Scheme will support 3 years of referrals

The scheme will provide up to 12 months of tailored support for each participant. Early access can be considered on a case by case basis where conversations with a Work Coach suggest this is the most appropriate route for the individual

Providers will work with employers, local government and other partners to deliver tailored support for individuals. There will be a mixture of digital and face to face support depending on individual requirements and provider offer.

Robust customer service standards will be put in place to ensure that all participants receive a quality, personalised service. Providers will set reasonable expectations in line with the claimant's circumstances as agreed in their claimant commitment.

The Restart Scheme will be the first DWP employment programme procured with a customer satisfaction measure built in as an integral part of performance management. DWP has designed robust Customer Service Standards with contractual requirements which will ensure:

- regular contact with all participants using a variety of methods and channels
- a personalised offer for all participants, tailored to individual and local need

Alongside these protections to ensure that all participants receive regular, personalised support, the Restart Scheme will use a balanced Payment by Results model. Providers will be incentivised to help as many people as possible into sustained employment: the more people they help; the more outcome payments they will receive.