

Better working futures

Work and Health Programme

Introduction to the programme

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LEED
PARTNERSHIP



This programme is co-financed by the European Social

Reed in Partnership

Better
working
futures

Work and Health Programme

Since 1998, has delivered employability and training contracts for DWP, ESFA and individual Local Authorities (including ESF funded contracts):

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- DWP Work Programme in West London
- 10 current DWP ESF Work Routes contracts including South London, West London and North & East London
- Diabetes Prevention Service across South London

Has access to jobs through strong relationships with local employers and dedicated Recruitment Managers.

Has placed **over 140,000 participants into work** and have worked with **over 25,000 employers**.

Overview

- Commissioned by the South London Partnership
- Government's new flagship employment programme, focused mainly on those Participants with health conditions or disabilities.
- Contract go-live date: 1st March 2018
- Programme duration: Until November 2022 for referrals, tracking until 2024.
- During this time, the total number of people that will be supported across the South London contract area will be 5,012.
- All referrals will be made through Jobcentre Plus.
- Participants can access WHP support for up to 15 months, with an additional 6 months of support once Participants are in work.

Programme aim

1. Help people who have a disability or a health condition, the Long-term Unemployed, and other specified disadvantaged groups to find and sustain work.
2. Integrate with local services and local health provision to ensure participants receive co-ordinated, holistic support
3. Ensure BWF meets local priorities and reflects local needs

Participant groups for referral

1. People with a disability/health condition

- Participants have a disability/health condition.

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- **Early Access disadvantage groups** (Carers; ex-carers; homeless, former Armed Forces, member of Armed Forces reserves; partner of current/former Armed Forces personnel; person with a drug/alcohol dependency; care leavers; refugees; ex-offenders/offenders; victims of domestic violence; young people in gangs)
- **Long-term Unemployed** — (24 month unemployed)

The participant journey

Our delivery model:

1. Pre-Programme engagement
2. Programme engagement
3. Pre-work support
4. In Work support
5. Programme Exit

The Participant Journey

Referral from Thornton Heath JCP

Disability Group



Pre-Programme Engagement



Arrange Initial Appointment

"It was great to speak to someone who could answer my questions."

Initial Appointment



Office Tour



Get to know each other



Agree next meeting

"My Caseworker really listened to me and I am excited to get started!"

Diagnostics and Action Plan

Diagnostics:



- Readiness to work
- Readiness to change
- Health & Condition Management assessment
- Better Off Calculation

Current Support



Route Planner Tool



Further Support



Action Plan



"I know where I am going and what I need to do."

2. Programme engagement

- Diagnostic & Action Plan Meeting is 1:1, face-to-face & lasts at least 1 hour.
- Participants with Caseworker support complete:
 - Readiness to Work Assessment – Identifies barriers across 5 areas: Mindset; Health; Employability; Skills/Quals; Personal Circumstances;
 - Readiness to Change Assessment – A short psychological survey to indicate Readiness to Change. Supports Advisers to identify Participants fearful of, or resistant to, the change that comes with entering work.
- Assessment results provide guidance to Advisers on interventions to prioritise.
- Health or Functional Skills assessments completed at subsequent meetings.
- Use our Route Planner Tool to find local services to address their needs.
- Assessments and Route Planner Tool used to jointly develop an Initial Action Plan, finalised with 20 days of referral.

2. Programme engagement (Cont.)

- Route Planner Tool is a tool embedded in our Participant Management System
- When Caseworkers are creating Participant Action Plans the RPT will generate suggested activities and interventions based on participant details and barriers to employment
- The RPT will contain details of all interventions available across South London
- RPT will be the responsibility of our Integration Manager
- Currently gathering information from key local organisations to populate the RPT for go-live

3. Pre-work support

FIVE KEY AREAS OF SUPPORT



Adviser Support

All participants receive the following services from their Adviser:

- Minimum fortnightly 1:1 meetings & monthly Action Plan reviews
- Better Off Calculation
- CV to meet at least one defined job goal
- Support to access local services using our Route Planner tool
- Funding support, e.g. for travel, interview clothing or training



Mindset

Support to develop the attitude & behaviours participants need to succeed, including:

- Changing Mindset course
- Positive Thinking course
- Planning for Success course
- Character Traits workshops:
 - Integrity
 - Resilience
 - Self-Confidence
 - Proactivity
 - Self-Awareness
 - Working with others



Health & Disability

Support to address health barriers to work & improve health and wellbeing, including:

- Specialist Health Review
- Health Advice
- Health & Wellbeing workshops
- Advocacy support
- Mindfulness workshop
- Declaring Conditions to Employers
- Managing your Health at Work



Employability

Support to develop the practical skills required to search, apply & secure work, including:

- Identifying Job Goals
- Digital Inclusion
- Preparing for Work Placements
- Our Online Portal
- Employer Routeways training
- Introduction to Self-Employment
- Workshops
 - Tailoring CVs
 - Application Forms
 - Interview Skills
 - Jobsearch Skills
- Our Employer Services Team:
 - Source vacancies
 - Pre-screen
 - Provide interview preparation



Skills & Quals

Support to increase skills levels to meet local employer needs including:

- Identifying Transferable Skills course
- Sector Taster courses
- Sector Specific courses
- Accredited training courses
- External training
 - ESOL
 - Literacy
 - Numeracy
 - Further vocational courses

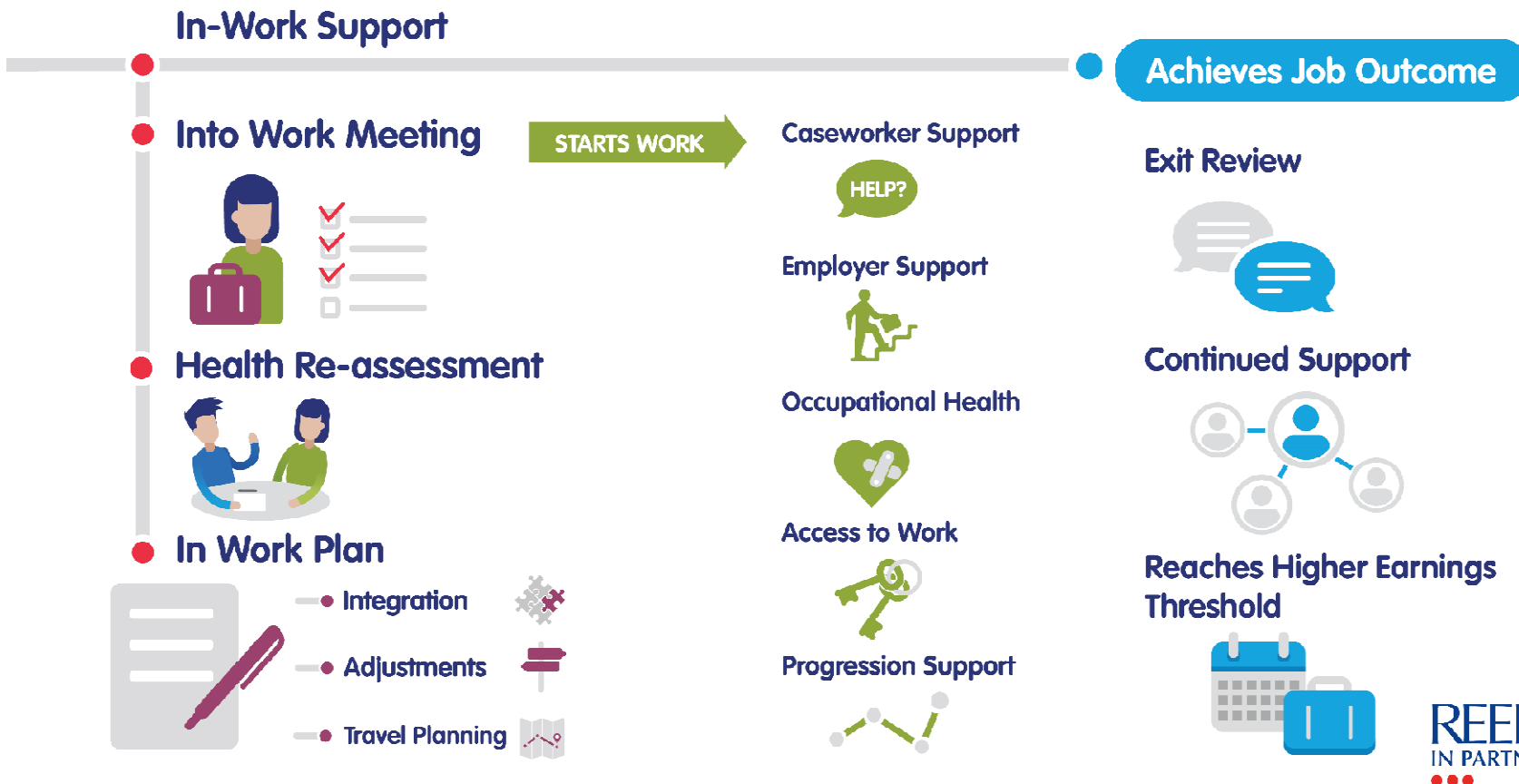


Personal Circumstances

Support to address complex needs & barriers (including those faced by Early Access groups), including:

- Housing stability
- Balancing caring responsibilities
- Disclosing convictions
- Money Management
- Transport support
- Specialist support, e.g. RBLI course for Ex-Armed Forces

4. In-work support and exit

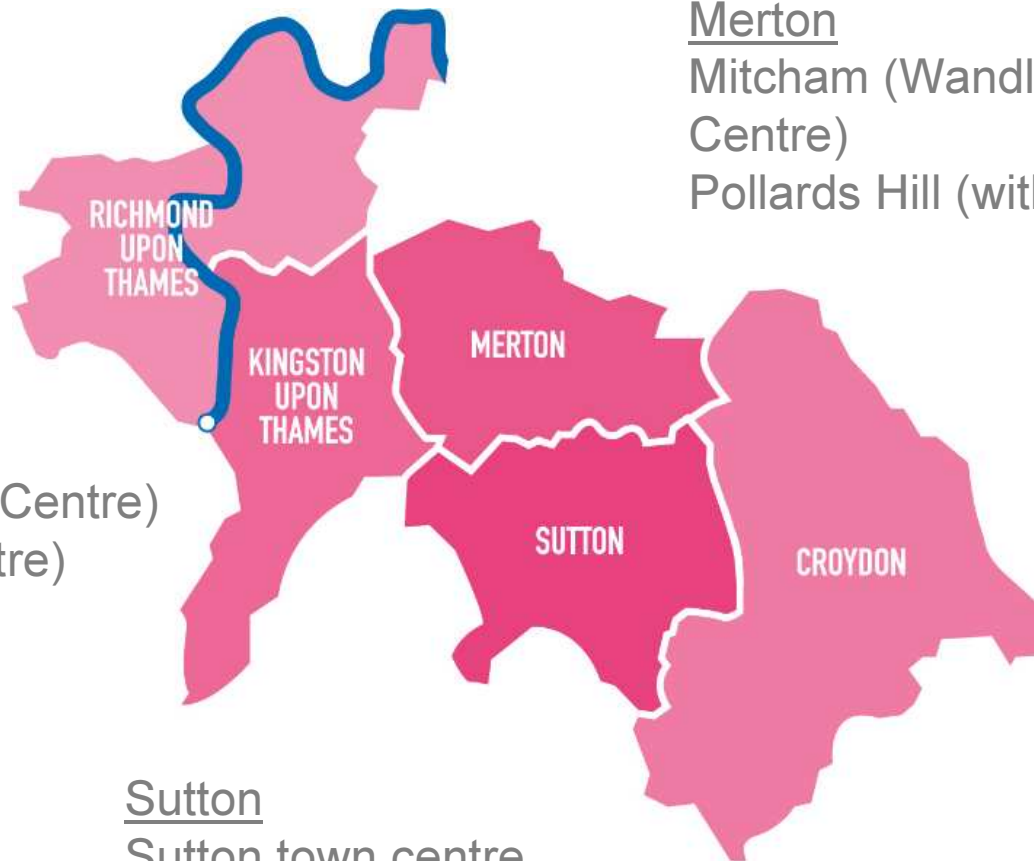


South London contract area

Richmond
Kenham (Civic centre)

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Kingston
Stard Mayo Centre (Town Centre)
Bassington (with Hook Centre)



Merton
Mitcham (Wandle Valley Resource Centre)
Pollards Hill (with Commonsides Trust)

Sutton
Sutton town centre

Croydon
East Croydon
New Addington (with CALAT)

Our staff

Management Team

- **Operations Director:** Responsible for operational delivery of all Red in Partnership contracts.
- **Senior Operations Manager:** Oversees the contract, its performance, and conducts strategic stakeholder engagement.
- **Business Managers:** Responsible for the local team and office management and day-to-day delivery of the service.

Our staff

Frontline Staff

- **Integration Manager:** Responsible for liaising with local services to ensure the programme is fully integrated with local provision.
- **Caseworkers:** Provide personalised support to Participants throughout their time on the programme to identify & address barriers to work.
- **Self-Employment Caseworkers:** Provide targeted support to those Participants who wish to become self-employed.
- **Health Professionals:** Conduct health assessments & support Participants to improve their health & wellbeing through 1:1 support & group training activities.
- **Trainers:** Deliver accredited & non-accredited training to improve the skills of Participants.
- **Recruitment Managers:** Work with medium & large employers to source vacancies and work placements for Participants.
- **Employment Support Officers:** Work with smaller employers to source vacancies for individual Participants & provide workplace support.

Summary of key features

Intensive Adviser support:

- Maximum Adviser caseloads of 45 at any one time
- Weekly contact, fortnightly face-to-face 1:1s, monthly Action Plan reviews
- Additional time to support those with complex needs

Health Specialism:

- Specialist health assessments & occupational health support
- Health & Wellbeing Adviser deliver 1:1 & group health support

Integration and Route Planner Tool:

- Relationships with local services to help Participants to access support

Focused on Changing Mindset:

- Readiness to Change assessment to inform interventions & sequencing
- Changing Mindset interventions – Positive Thinking, Confidence etc.

Financial Support:

- All travel, childcare and interview clothes costs covered by the provider.

Self-Employment:

- Dedicated Self-Employment Advisers & funding support to help new start ups.

Questions

Please keep in touch:

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