

Role of the Work Programme Providers – A4e

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Work Programme, Working Together

Why we share interests

- Performance outcomes and reduction in duplication of WP provider and public services are mutual priorities
- WP cohort is key for us both – WP makes it easier and cheaper to access and support (e.g. health, skills provision and employer relationships etc.)

What we should do together

- Develop **integrated pathways** for WP clients; **provide information** on services available; **share best practice** and knowledge of communities and needs; **co-locate** where feasible; **co-commission** where possible; **share information** within DWP requirements

Work Programme – Key themes

Overall

- Move from employment agency to local regeneration partner; success based on flexible, locally based service

Approach

- **'Job first'** principle – getting people into a work habit
- **Personalised** support
- Intensive **assessment** to ensure appropriate support and to plan subsequent engagement
- Integration with other local services – **'Total Person'**

Work Programme – Core elements

A4e Five Building Blocks of Sustainability

The core requirements to move away from benefits dependency to self sustainment

ACCESS

To meaningful, sustainable positions
e.g. effective job search tools

OUTLOOK

The ambition, insight and motivation to progress e.g. confidence and motivation

SKILLS

Having skills and experience valued by employers e.g. soft and vocational skills

RESILIENCE

The ability to withstand challenges e.g. coping strategies and decision making

CAPACITY

The ability to take advantage of opportunities e.g. management of health conditions



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Pre-referral – Community Connect

- Community Managers aim to **raise awareness** and promote **join up**, engage **voluntary customers** and reach **areas most in need**

Engagement – as fast as possible

- Phone call from A4e Customer Support within 24 hours
- Ask if family support is required
- Contact in centre or in community setting
- Establish psychological contract and conversational style
- Better off calculation – stress financial viability of working from the outset



Universal Services

- 1-2-1 support from an advisor
- Skills audit
- Jobsearch & job matching
- Regular reviews of progress

3 Development Programmes

- Designed to respond effectively to the needs of the individual customer and get them into work as soon as possible
- Structure to the 'Black Box' – key learning from FND

3 Development Programmes

ACCESS & OUTLOOK PROGRAMME

**Customers with “access”
or “outlook” needs**

SKILLS PROGRAMME

Customers with “skills” needs

CAPACITY & RESILIENCE PROGRAMME

**Customers with “capacity”
or “resilience” needs**



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Support for life – our sustainability offer

- Sustainability risk profile
- Can be light touch or intensive support
- Life focused, skills focused, employer focused
- Accessible 8am to 8pm
- Basic barriers - travel, finance, childcare
- In work health support
- A career not just a job – skills and training focus
- Re-commence – maintaining momentum for customers who have left work

Engaging Local Partners

- **Job creation**
 - Local Employers
 - Social Enterprise
 - Inward Investment Opportunities
 - Local Enterprise Partnerships and Enterprise Zones
- **Skills**
 - Adult Skills Budget – employability skills
 - Employer Routeways – helping people to access real jobs
- **Local delivery partners**
 - Specialist interventions (e.g. mental health, disability etc)

Conclusions

- **Working together** is central to success of the WP and to local service outcomes
- **Broad based** agenda spanning regeneration, family support and work involves partnerships between local organisations
- **Dialogue** with a range of local commissioners and providers is essential

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