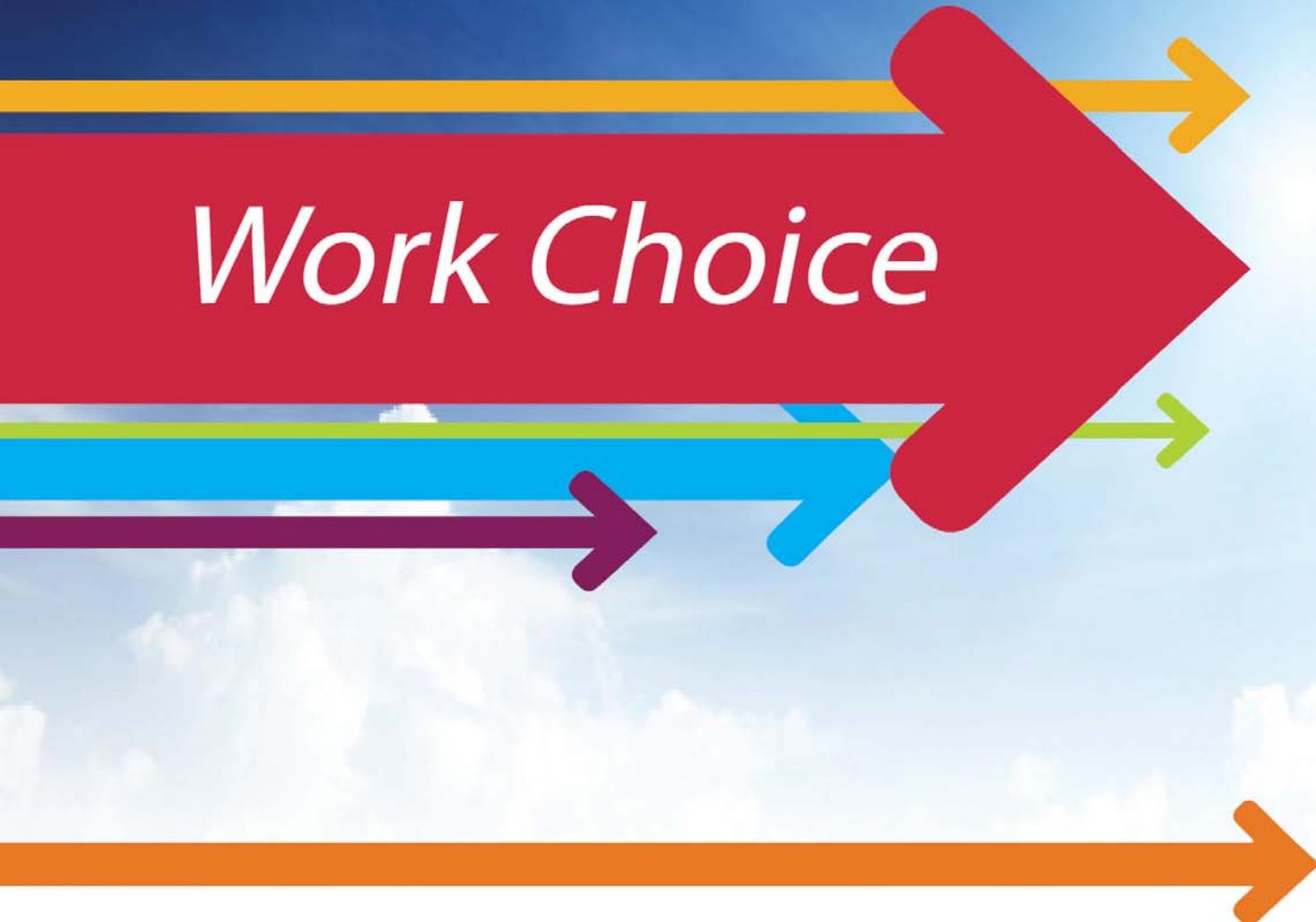




# Supported Business Best Practice workshop

*Work Choice*



## ‘In the beginning’...

Shaw Trust had 46 supported businesses as part of the Work Choice Supply Chain



## Best practice

- We've developed best practice using all of our knowledge and experience
- In most cases, our Supported Business Managers have worked commercially, running the business and also as a third party with their team delivering development and review of Protected Place employees

## Delivery today

- We now have 39 Supported Businesses across the 16 Contract Package Areas where Shaw Trust is Prime provider
- Seven Supported Businesses in those areas have closed during Work Choice - all Local Authority led
- Our best practice has been to ensure as many people as possible secure further employment

## Case study

- Blindcraft Edinburgh was scheduled for closure by the Local Authority
- We worked with Stuart Morrison, the Manager of the business, to agreed a range of activities that would best suit his employees
- Our local team hosted job clubs at the business and work trials were organised
- Forth Sector 'St Judes Laundry' and Royal Blind Scottish Braille Press transferred suitable employees in to their businesses; the Protected Places travelled with each person

## Case study

- Speedwell Enterprises; Slough City Council, CPA 23 was scheduled for closure
- Linda Matthews from CDG – WISE Ability in CPA 24, Elaine from Speedwell Enterprises and I worked together to transfer 7 Protected Place employees to Yateley Industries for the Disabled
- Travelling to the business was a potential barrier, Peter from Speedwell arranged transportation from Slough to North Hampshire, a one way journey is 25 miles. Support was organised via Access To Work, who were fantastic

- Karen Palmer from Yateley ensured a smooth transition for each person; she provided bespoke support to ensure all needs were met
- All 7 are still in employment at Yateley, however, Elaine and Pete from Slough are still looking at opportunities within the Local Authority which will bring each person back into the Borough – this activity will provide sustainable employment

## Overcoming challenges

- Due to Local Authority freezes on recruitment in the first 12 months of Work Choice, many of our Supported Businesses were unable to recruit to fill their Protected Places; consequently they expired
- Throughout 2011 we worked with the HR Departments of many Local Authorities to encourage the use of 6 to 12 month contracts
- As a result of this, some of our previously “stifled” Supported Businesses have had the opportunity to take on new Protected Place employees, who with the correct support go on to Progress and Sustain

## Overcoming challenges

- In the latter stages of 2011 and throughout 2012, we worked with the DWP to redistribute Protected Places to our Supported Businesses who now have the potential to grow
- In all instances, recruitment is from our Supply Chain and own Work Choice Module One clients

## Shared best practice

- MTIB in CPA 6 developed a contract of employment specifically tailored for use by their Supported Business
- Where a hosted opportunity has been agreed, the employer's responsibility to work with us to develop the employee to go on to employ them is also emphasised; we use a triangulated approach to ensure the Work Choice ethos is carried throughout

## What makes Work Choice a success for Supported Businesses?

### FIPS!

- Flow of suitable Module One Work Choice clients
- In work interventions leading to opportunities outside of the business
- Progressions, which form part of DWP's contractual requirements to us all
- Sustainment, which means all the hard work has led to the right job for the person

## Not everything works for everyone...

### Initial Assessments, Action Planning, Development and Review

- We recognise that there is a differentiation between Supported Business employees, who have served 20+ years and have a Pension to new employees coming in on fixed term contracts

- “Distance Travelled” is used by all of our Supported Businesses
- Reviews are tailored to the employee; many have access to courses in literacy, numeracy, IT, cooking and independent living skills as well as support with job search and employer engagement, where appropriate
- Some of the longer serving employees have aging parents that are now going into residential care; independent living skills and holistic support requirements have become more predominant

- Progressions that Sustain are vital as we move forward
- We believe most activity will come from new Protected Place employees on contract
- However, some longer serving staff are seeing others move on and this is giving them the confidence to investigate other types of work
- Where a Protected Place employee is interested in trying something new, a hosted out opportunity is an ideal way to facilitate a 'safe' move forward

## Setting up new ventures

- Shaw Trust Industries, like many other Supported Businesses have had to look at new innovations
- We are keen to develop initiatives and are currently setting up a Future Clean pilot, which is working with Pluss Organisation
- Oxford CC 'County Print Finishers' have also piloted Future Clean and we are learning valuable lessons from both organisations

## In summary, our best practice includes;

- Utilising every available Protected Place available via DWP
- Recruiting Module One Work Choice clients for each opportunity, generally including a one to two week placement first
- Design of the employment contracts, which highlight Progression and everyone's agreement to work towards this outcome
- Start identifying job opportunities for PP employees and where possible, organise a trial for them with the potential employer; at this stage they are still employed by the Supported Business

- Recognise that longer serving Supported Business employees have considerations that include Pensions and length of service; many were told that this would be a “job for life”
- Where we are aware of a Supported Business being sign posted for closure, we work with all local providers and the DWP to maximises outcomes for those affected by the situation

## Moving forward...

- As a Supported Business, do you have a community presence? This doesn't have to be a large scale project – it could be something as easy to set up as car washing or craft stalls/cake stands at local events
- If any Supported Businesses have a local hero from the Paralympics they could get them involved to help promote new ventures
- From a Procurement perspective, Shaw Trust now have a Supported Business Directory and are procuring, where appropriate

# Any questions?

