



Supported Business Best Practice:  
One year on



## Delivery

Last year we worked directly with 39 Supported Businesses.

We now have 37 Supported Businesses as part of our Work Choice supply chain.



## Supported Business in Work Choice

For our Supported Business managers, the past 12 months have brought forward some tough challenges including the economic backdrop for both Local Authority led and Independent businesses.

Combining commercial viability with our charitable objectives; diversification and sharing resources has ensured a sense of regeneration, that has meant survival for some who were expected to close.





## Sharing best practice

In CPA 6 (Wales):

Monwel Signs and Services have become Monwel Ltd; they have externalised from the Local Authority.

Over the past 18 months, Richard and Petra at MTIB have worked closely with Leslie and her team, which has been of mutual benefit.

Both have requested and received additional Protected Places, which have been used to recruit Module One Work Choice clients.



## Routes into Sustainable Employment (RiSE)

CPA 13 (Doncaster):

Shaw Trust Industries (STI) has become a hub for our programme 'Routes into Sustainable Employment' (RiSE).

Work Choice clients requiring an extra level of intervention are employed by STI, but hosted with suitable employers.

We have designed host and client contracts that promote a triangulated approach; we all work together to ensure sustainable employment is achieved.

## Diversification

CPA 14 (Nottingham):

Woodfield Industries moved away from textiles to clothing solutions consisting of:

PPE personal protective equipment and tools; corporate work wear, t-shirt transfer printing, bespoke and garment alterations.

Replaced Light Engineering with a material recycling department that responds to the reducing landfill agenda and meets their BSI 1401 environmental qualification:

Maureen at Woodfield was keen to test out hosting and she successfully applied for 6 Protected Places, which are in part used for this activity, however as the business blooms, she will need more staff on site.



CPA 18 (Suffolk):

Whitehouse Enterprises have divested from the Local Authority, and amalgamated with Community Learning and Skills Development, as well as National Careers Service, to become a Community Interest Company, trading as Realise Futures.

They have also become a Tier Two provider of Work Choice.

Mel secured additional Protected Places prior to the change, which have helped to support the growth she started and continues to add substance to her teams delivery of Work Choice.



Previously, we talked about the volume of Protected Places that had expired and been returned to the DWP.

From my workshop last year, many of our Supported Businesses applied for additional Protected Places, which on award they have largely gone on to use for hosting out. This is also how we facilitate RiSE

Where appropriate, we have provided a wrap around service to the Protected Place employee, host employer and also the Supported Business. We have some businesses that have achieved their first Progression in many years, including Dovetail Enterprises, The Sign Factory, St Judes Laundry and Yorkcraft.

Where a business has wanted to deliver a host service themselves, we have shared our Host and Client contracts and provided assistance, based on our experiences and lessons learnt.





## Collaborative working

CPA 21(London):

This year, Jeremy at Clarity became a host employer to Shaw Trust.

We provide people to work at two of his enterprises: The Soap Co in Keswick (CPA 9), and his sales team in Hampshire (CPA 24).

The DWP, Seetec and Shaw Trust/CDG worked together to make this happen.

Our collaborative working has created fresh, new opportunities for people, and in Cumbria, a rural area, the DEA has been delighted to have this additional resource. In Hampshire, our team have honed their service and have achieved 80% Progression rate.

## I would still promote the following as what makes Work Choice a success for Supported Businesses?

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.

And it makes a difference to people's lives.



## **New material and shifts in delivering development and review...**

Our Welsh Supported Businesses worked with Chris Davies, our supply chain manager, to pilot a range of development and review material. The pilot received a lot of positive feedback.

As a result of this, we have rolled out the pack across the country.

Where business managers are empowering their supervisors to deliver development, review and distance travelled, we support with training to ensure everyone is comfortable with the activity.

## Progression comes in many forms

Susan McLaughlin, Forth Sector and St Judes Laundry (CPA 4) said:

“I think the point of this is that we are looking at different types of progression – not just into other employment but to improve the supported employee skills to learn new tasks and progress within the work place.”

“We are also developing our staff who have no desire to move on. We have supported 10 to achieve their SVQ level 2 in Laundry Operations.”



## RiSE, Bridging the Gap and Making Work a Real Choice

Routes into Sustainable Employment passes the 'Ronseal test' – it does what it says on the tin.

Shaw Trust also introduced Bridging the Gap, which has been used by our supply chain alongside our own delivery.

We have also launched a consultation 'Making Work a Real Choice'; the purpose being to shape the future of disability services. The results of the consultation will be published soon. **To request a copy, please visit our Shaw Trust stand.**

I set up a working group for our Supported Businesses and together, we have ensured that our voice has been heard and we are fully included in the consultation.

## **DWP feedback regarding the extension of Protected Place funding...**

The DWP have responded encouragingly to our working group feedback.

The DWP have indicated that they would be interested in hearing more about the potential cost effectiveness of the Supported Business model, as well as hard evidence of job outcome achievement.

You can see from the information I have provided to date that there is a lot of activity, a keen sense of working together and we are encouraged by the feedback received from the DWP.

Any questions before we move into our break out groups?

## Break out groups

SWOT analysis on the Supported Business Industry, innovations and interventions.

Procurement; Article 19 and commercial thrust.

Supported Business funding streams and impact on changes.