



# HARNESSING THE EXPERTISE OF SPECIALIST PROVIDERS

Martin Davies, CEO, Pluss

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# Scope of the workshop

1. Analysis – Where are we now?
2. Establishing some core principles
3. Building the right framework
4. Access – The critical issue
5. Key features
6. Q&A





# Analysis – Where are we now?

1. Work Programme performance
2. The need for a specialist service?
  - a. 'Any job' isn't good enough
  - b. The trajectory into work
  - c. One professional with one customer
  - d. A personalised service (before, during and after recruitment)



# Analysis – Where are we now?

## 3. The experience of:

- a. braided funding
- b. local commissioning
- c. personal budgets

## 4. The potential of a National Specialist Disability Employment Programme

# Analysis – Where are we now?

## 5. Work Choice is a flawed programme

- a. Those with significant disabilities are not prioritised
- b. Resources aren't channelled effectively onto the front line.
- c. The lost specialist tier operating outside DWP programming
- d. 2m ESA/IB customers without support

## 6. Discussion

- a. What's working, what's not?
- b. The experience of local specialist providers





# Establishing some core principles for future specialist provision

## 1. Personalisation

- Meeting the individual needs of each customer

## 2. Sustainability

- Outcome payments drive sustainable jobs

## 3. Paying for success

- The lost specialist tier operating outside DWP programming
- 2m ESA/IB customers without support



# Building the right framework

1. Appropriate referrals
2. Incentives that lead to the right support, for the right person, in the right job
3. Maximising front line resources
4. Engaging specialist support
5. Working within financial constraints
6. National v. local commissioning

# Access – The critical issue

1. The challenge of a capped programme
2. The dilemma for DEAs
3. Filtering by benefit type, software or WCA?
4. The need for a process valued by all stakeholders
5. Up-front personalised planning
  - a. What should it look like?
  - b. Who should it be for?
  - c. What's its value to mainstream provision?





# Key features of future specialist provision

1. **An enlarged specialist disability programme**
  - a. The right people on the programme
  - b. Building on a Personalised Planning module
  - c. A grey box approach
  - d. Integration with Access to Work
  - e. Funding specialist provision



# Key features of future specialist provision

2. **Specialists and supply chains**
  - a. Supply chain relationships
  - b. Widening customer choice
  - c. BASE's 3rd strand

# Key features of future specialist provision

## 3. Commissioning

- a. Quality, not price
- b. Synchronised with WP
- c. Resourcing the front line
- d. Managing underperformance
- e. Driving providers towards sustained jobs
- f. A positive experience for all customers