

# Supply chain: Building better partnerships

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# About Working Links

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## **Working Links:** what we do

We're a leading provider of tailored services to help people maximise their potential.

We deliver a range of innovative interventions to help create positive futures for people, their families and their communities – in Britain and beyond.



## Working Links: about us



Working Links was **established in 2000** to deliver specialist and tailored services for people with varying and often complex needs to enable them to create **better futures for themselves and their communities**.

Formerly owned by a mix of public, private and voluntary sector, Working Links was acquired by Aurelius, a specialist investor with a long-term commitment to our future, in June 2016.

Since 2000, we have:



delivered over 200 government contracts



in more than 100 locations



across 8 different countries.



# A time for change

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# Working Links: A time for change

The government is reshaping how individuals are supported into work:

- Services being moved back into job centres with an **increase in the numbers of work coaches** and specialist disability advisors
- Introduction of the **new Work and Health programme**
- The aim of **halving the disability employment gap** through the **integration of services**

## Key stats:

### Work coaches

3000 to be recruited in 2016-17

### Work and Health Programme

Contract value £1.77 billion

### Work Programme and Work Choice

Work Choice achieved better results in moving 59% of ESA claimants into work

# Working in partnership

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## Partners: importance of partnerships

**Our success is not just down to us. We know we can't work alone and there are like-minded organisations out there that can help us to maximise people's potential.**

Our partners share our vision on:

- an ever-expanding network of like-minded partner organisations for mutual benefit and shared knowledge
- a value-based culture of respect, honesty and support
- a wealth of experience, knowledge and expertise in the industry
- robust supply chains and ethical procurement systems
- greater opportunities to help more individuals, families and communities
- a wider reach into excluded groups and communities, through our infrastructure and funding base
- greater political influence, helping shape policy through involvement in debates and research.



Approximately

**50%**

**of our services are delivered through public, private and third sector partners.**



## Merlin Accreditation: What our partners said

**“Our values are aligned.  
It’s about the customer journey.”**

**“It’s the most honest and open organisation I have ever known.”**



**“The consultation process was superb...they listened and were interested in how things would impact on small organisations.”**

**“I was told your success is our success. True partnership.”**

# Looking to the future

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## Working Links: Looking to the future

- What problems have we experienced so far?
- What has worked well and what have we learnt?
- Facing the future: How can we improve?



