

Supply chain: Building better partnerships

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About Working Links



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

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

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

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?



