

Seizing Our Future in a Cold Climate

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Challenges and Opportunities

- New Political and Economic Environment
- Big Society
- The Work Programme and Work Choice
- Knitting it all together

Rapidly Changing Environment

- Work Programme: new approaches to customers and funding
- How does Work Choice fit in?
- A focus on Personalisation and Total Place
- Huge cuts in expenditure expected on all but a few protected budgets
- Need to be able to respond quickly to changing environment and opportunities
- Wise use of public resources
- Trust and confidence
- Fairness and equality

BIG SOCIETY

- Role of the State
- Role of the Third Sector
- What does it mean for Welfare to Work
- How can we promote independence, social involvement and volunteering
- The Challenge for Commissioning
- Case Study

The Work Programme

- + Simplifies Client Journey
- + Black Box Approach
- + Outcome Focused
- + Personalised Approaches
- + Families and Communities

- Size of Contracts
- Working Capital/Cash Flow
- Support to hardest to help
- Protecting our skills and values



WORK CHOICE

- Shaw Trust: biggest provider/Prime Contractor
- Supply Chain of 70 organisations
- Challenging performance targets
- How does it fit with peoples lives?
- Well developed model
- Significant investment in capacity building, IS infrastructure
- Assessment
- Distance Travelled
- Shaw Trust/Work Choice Direct model

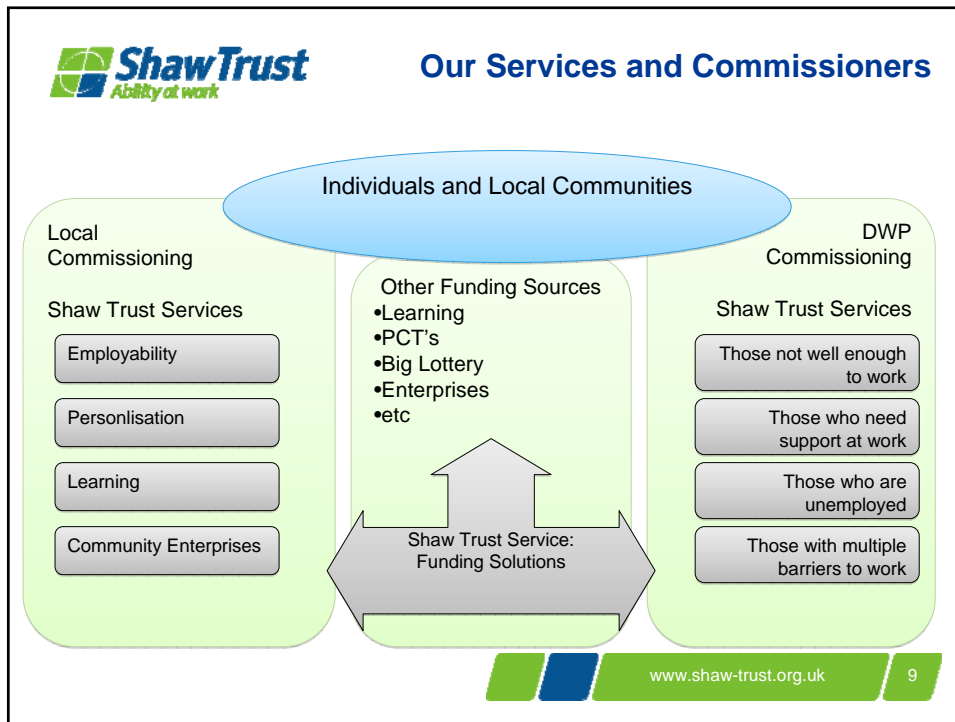




A better client journey

Broken Client Journeys





Lost Clients

Doris

43 - suffers from arthritis and works in Asda. She has work related stress, has been taking days off and is in danger of loosing her job. She has no close support network. Her husband and 2 children were killed in an accident 10 years ago. She work 30 hours a week

Situation

She has no contact with JC+ . Asda HR team are aware of her situation and offered new role but she does not want to change. Mgt becoming increasingly frustrated with her. Big soap fan spends time at home

Benefits: widows pension [tax credit but unaware she can claim]

Deepak

28 and ex forces - was in the TA at 16 and did three tours of duty. Convicted of an offence in the army. Mental health problems brought on by marriage breakdown. Had cancer now in remission. On high levels of medication for mental health issues.

Situation

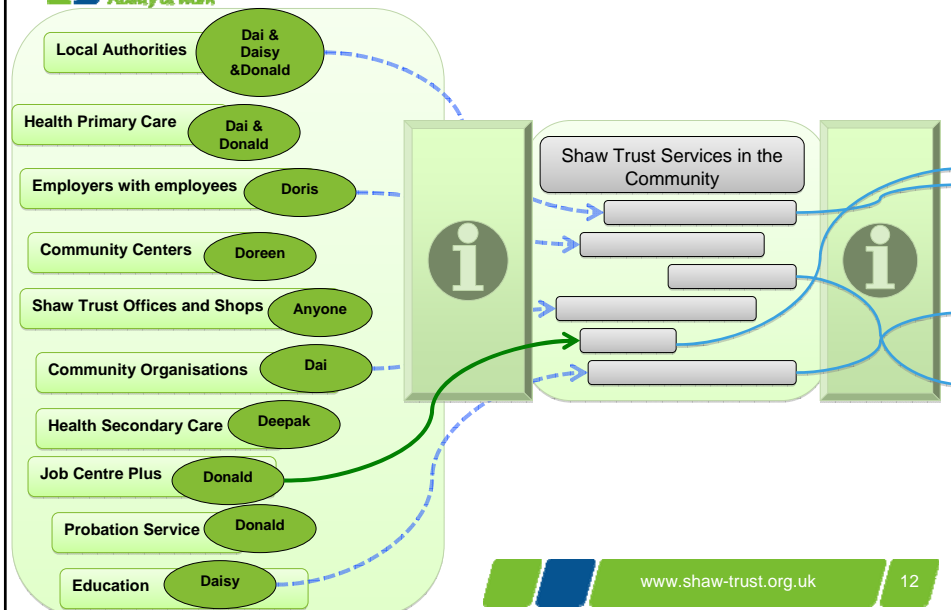
lives at home on his own. Visits to consultant on a regular basis. Few links to community and friends. JC+ offering little support or direction as with consultant. Consultant see him as medically stable. He's killing time

Benefits: ESA and Army pension

Build the business around the client insights

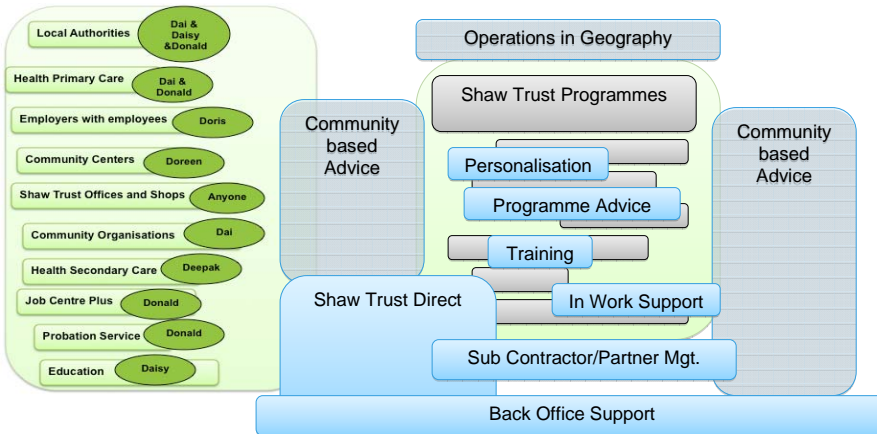
1. Joining services up in a community to allow clients greater choice
2. Providing Commissioners with insights into client journeys and offering cost effective delivery solutions
3. Creating a business model that manages the tension between national and local sales and delivery and between contract and clients [e.g. national sales with regional delivery]
4. Enabling Shaw Trust to focus on the individual needs of the client
5. Building on our knowledge and presence in local communities
6. Working with a range of partners to offer our clients a comprehensive choice of services
7. Being creative in finding alternative funding solutions to provide clients with joined up journeys and commissioners with alternative solutions

Providing Client Choice on Services



2. Operational Capabilities in the Community Model

Local Area Agreement and strategic planning process drive community priorities and outcomes



What does this mean for Deepak?

1. We have a close relationship with the local Mental Health Trust....they know how we can support some of the clients they have, they know about our success and the type of supportive services we deliver
2. They believe we are very client centric and have helped us run workshops to test client journeys and needs with their clients
3. The consultant quickly identifies that Deepak would benefit from some social interaction and support based where he lives
4. Deepak has a conversation with a Shaw Trust community team member who explains the options that Deepak has and how they might support both his personal circumstances and his potential journey
5. We arrange for Deepak to visit two of the programmes to get an understanding of what it might mean to him [one delivered by Shaw Trust another by a partner]
6. We arrange support to help him make the first steps on the programme he selects
7. Six months later he is ready to move on we support him to move onto a WorkChoice programme



David has Moebius Syndrome; he has no facial expression, problems with verbal communication and his mobility is affected

He wanted to work but feared rejection; he had never travelled independently on a bus so Shaw Trust steered him through his first travelling experience as part of a **Personal Development Programme**

David then undertook a six week work placement – Marketing & Administration – is now studying for an NVQ2 in Administration and has transformed the systems at our Stockton Enterprise

He has become a crucial member of our team, a lot more independent, confident, and more socially interactive.



Jonnie was made redundant from a haulage company six years ago. With anger management dyspraxia, dyslexia and low literacy skills, he felt he had no hope of finding a job.

He was referred on a six week placement to a Shaw Trust-run social project; the **Book Recycling Project** that works in partnership with Book Donors, which collects unwanted books

Jonnie stayed on as a volunteer. Shaw Trust secured funding so he could stay for a six-month paid placement. He was given help to improve his literacy, grow his confidence in the workplace and interaction with colleagues

Jonnie now has a full-time job at the project – and is continuing with his training.





Sandy Bromfield has Multiple Sclerosis and had to leave her job in banking – taking early retirement at 50 - after her employer advised that she was not insured to use the lift

Devastated, she lost confidence and was at home for a year before her social worker put her in touch with Shaw Trust

Shaw Trust assisted Sandy through the **Direct Payments (DP)** process including the assessment, care plan and employing a personal assistant

Now Sandy takes herself to the MS Therapy Centre, aqua aerobics, the shops and is actively involved in DP events and forums.



Mum of four **Hannah** had to give up her job as a Healthcare Assistant ten years ago due to the **muscle-wasting condition Fibromyalgia** which also resulted in **depression**

She began to think she would never work again when she registered with Shaw Trust. Her advisor helped to identify her skills and barriers keeping her from work

Hannah was then enrolled on a pre-employability programme followed by a two week trial at **Morrisons** before being offered a job as a checkout assistant

Shaw Trust has arranged ongoing support to help Hannah manage her condition, as well as six months of in-work support.

