Local Supported Employment - the DWP Proof of Concept

Hugh Pullinger – DWP
Dan Boorman – DWP
Phil Murray – DWP
Alicia Moyles - Kent County Council
Joanna Davies- Cheshire West and Cheshire
James Holden (Cheshire West & Chester Council)

Outline of session

- Overview of the Local Supported Employment proof of concept

- Update from Kent and Chester on there experiences of running Local Supported Employment Proof of Concept

- Breakout discussion groups and feedback

Complementing DWP provision through local offer

- Our current DWP offer provides national coverage, that is:

  - Work Coach and DEAs
  - Work and Health Programme
  - Specialist Employment Support.
  - Access to Work

- **Local Supported Employment PoC** is designed to complement the national and local offer and aims to respond to local needs through co-funded partnership with 9 Local Authorities.

- It has been delivered **in line with the Supported Employment principles.**

- Delivered in a mix of in-house by the Local Authorities or via a contracted provider.

- Focus is on ESA and Universal Credit claimants; those with a **Learning Disability** or **Autism** who are known to Adult Social Care or those with a severe mental health condition known to **secondary mental health services.**

What we are looking to test

- If a co–funded supported employment model can deliver effective results.

- That we can deliver quality and consistent supported employment through the use of a quality framework and fidelity audits .

- How a payment by results payment model can work to deliver timely and effective support to participants.

- How the DWP can work in partnership to support customers who may not be engaging with their local JCP, on their journey to sustainable employment.

- How DWP can ensure there is continued investment in supported employment services by Local Authorities.

Fidelity Audits

- One of the key aims of the proof of concept is to deliver the place and train model.

- Fidelity Audits have been carried out by BASE early this year and will be repeated early next year.

- Using modified version of the Supported Employment Quality Framework (SEQF) self-assessment toolkit specifically for the proof of concept

Kent County Council

Alicia Moyles
Head of Service
Specialist Employment

Overview of the Specialist Employment Service

Established service supporting clients and over 400 employers for 25 years.

- Supporting 720 people with disabilities and/or disadvantages per year into work opportunities. Referrals from social workers, day centres and self referral for those who meet Care Act criteria.

- Supporting over 300 people at any one time into employment opportunities including paid employment, internships and apprenticeships

Set up of pilot for LSE PoC

New systems and processes to compliment contract specification in terms of recording and monitoring

New relationship building with key stakeholders

New staff appointed- roles set up to manage expectations, administration and delivery

Staff training given with clear expectations of output and outcomes

Positive Experience

- Opportunity to support more clients into work

- Opportunity to support more employers to recruit from a wider pool of employees.

- DWP taking the supported employment model seriously as a viable option for supporting those with additional needs

- Local authorities buying into long term support for this client group- progressive opportunities

- Working closely with the DWP to help shape the future of the offer

THE EDUCATION PEOPLE

Kent County Council

Barriers

Eligibility Criteria- excluding clients who would benefit from the service

Clients fearful of benefits being no longer available to them should the role not work out, especially Universal Credit

Short time frame to move clients with previously no or very little experience of 'the working world' into paid, sustainable employment.

Financially challenging as income relies heavily on payment by results

Kent County Council

SEQF-Supported Employment Quality Framework

A large piece of work to undertake to ensure a quality provision is being delivered

Self assessment- in-depth, challenging and informing, helping to shape a better service

Excellent experience to evidence good practice and areas for improvement

Opportunity to access specialist knowledge and learning

Scored 98% in first audit, second to follow in March

Kent County Council

Outcomes to date

73 clients signed onto programme
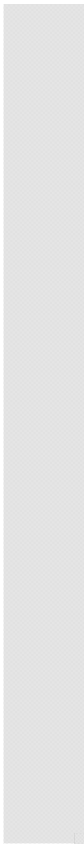
28 have moved into work experience

15 have moved into paid employment

7 currently working over 16 hours per week in paid employment

8 currently working under 16 hours per week in paid employment

Variety of occupational areas including:

Retail, administration, receptionist, IT apprentice, hospitality, warehousing, driver..

Case Studies

- Sarah

"When I went to primary school in Dartford I was told I had a mental handicap. I was sent to a boarding school with lots of other children who were all disabled. Now I realise I am a person, just like anybody else, I have a real job"

Kent
County
Council

Key impacts

- Clients with additional needs gaining quality employment

- Clients progressing into careers

- Employers valuing all staff for being 'the best they can be'

- A more diverse workforce

- A world where people with disabilities feel part of and add value to society- recognised for their strengths and skills

Kent
County
Council

Going Forward- next steps

- Ascertain what good looks like, how can the PoC LSE contract be shaped to provide excellent outcomes for clients and employers

- How can the payment system be developed to ensure local authorities are not at a disadvantage by delivering this service for the DWP

Kent County Council

Contact

- **Alicia Moyles- Head of Service- Specialist Employment - The Education People- Kent County Council**
- Alicia.moyles@theeducationpeople.org

Local Supported Employment Service

Cheshire West and Chester

Joanna Davies & James Holden

Cheshire West and Chester

Background

- 9 authorities in England, CWaC is the only one without a Supported Employment service already in place.

- CWaC last had a Supported Employment Service in 2010

- 18 month project to assess deliverability and scalability within a Local Authority setting

- Situate employment specialists within clinical/specialist teams to fully embed a work/health focus (e.g. take part in case conferences etc.)

- Engage with 65 participants and move at least 20% (13) into employment, with positive destinations for other participants

- Assessed by the British Association for Supported Employment (BASE) for fidelity to supported employment

Cheshire West and Chester

Setting up

- Close to the wire!

- Team recruited and started in November 2017

- Project went live on the 27th November 2017

- All processes and procedures (including paperwork was set up as we went live)

- Relationships with referring agencies happened on project start date.

Cheshire West and Chester

Positive Experiences

- Supportive services (Adult Social Care & Secondary Mental Health Teams)

- Amazing dedicated, motivated, and passionate team

- Addressed the need for a Supported Employment Service in the borough

- Incredible clients, each with their own incredible story and barriers that they have overcome!

Cheshire West and Chester

Barriers/Challenges

- Setting up happened as we went live

- Lack of referrals within a certain locality

- Strict eligibility criteria (only ESA, UC with additional elements)

- Disengaged and hardest to reach clients

- Lack of supportive employers

- Issues with clients sustaining employment

- PRaP

Cheshire West and Chester

SEQF - BASE

We survived! (only just)

- Challenging
- Shone light on holes/gaps in the service
- Constructive criticism
- Helped to focus and steer the service
- Huw & Nerise were very supportive and helpful!

Cheshire West
and Chester

Outcomes to date

- 64 starts (65 places)
- 15 jobs under 16 hours
- 11 jobs over 16 hours
- 5 outcome claims

Cheshire West and Chester

Case Studies

- Tom, Paul & Kathleen

Cheshire West and Chester

Hopes for the future

- That the Proof of Concept gets to go to a wider trial (we continue)

- The eligibility criteria gets extended (benefit wise)

- Continue to fund services for clients with Learning Disabilities

- The funding/payment model is re-examined

cheshirewestandchester.gov.uk

Cheshire West and Chester

Breakout discussion questions:

1. Does this approach increase supported employment provision, is there more we can do in this space?

2. How do we ensure any investment increases supported employment capacity instead of substituting existing spend?

3. How can a co-funded model achieve the best outcomes for the DWP, Supported Employment Services and the Local Authority? (what outcomes should we be paying for/ what are the key outcomes)

4. How should we interact with supported housing / social housing and how can we ease transitions for people in supported accommodation?

Contact us with your feedback

DWP

Disability Employment and Support Directorate

Dan Boorman

DANIEL.BOORMAN@DWP.GSI.GOV.UK

Sujit Ray

SUJIT.RAY@DWP.GSI.GOV.UK