

## Pre-Referral

Engage Signposting Organisations  
Engage JCP Work Coaches

## Referral

JCP Work Coach (with Participant present) calls Engagement Worker for Warm Handover  
Initial Meeting booked directly into Key Worker's diary

## Prior to Initial Meeting

Key Worker makes intro call(s) to Participant  
Auto reminders sent to Participant

## Initial Appointment

Face-to-face meeting with Key Worker  
ID & eligibility checked  
Welcome Pack given  
IPES Assessment conducted - Readiness to Work, Vocational Profiling, Health & Wellbeing  
Initial Action Plan created and signed

## Features

Consistent Key Worker  
Low caseloads  
Delivery from partner co-location sites and the participant's workplace  
Funding for e.g. travel, work clothing, caring cover  
Specialist Support Fund for local support and training  
Work opportunities through job carving, awareness raising and intensive employer support  
Accessible venues & support  
Route Planner Tool (catalogue of local integration partners & specialists)

## ON PROGRAMME

(Average fortnightly meetings with the option of weekly meetings)

Tailored 1-to-1 advice and guidance  
Minimum monthly Action Plan Reviews with Key Workers  
Monthly Personal Development Sessions (Key Worker, External Specialist or Digital)  
Three case conference sessions with JCP at months 3, 8 and 15 or upon job offer

## Personalised Support

### Disability, Health & Wellbeing

Telling an employer about your health  
Reasonable Adjustments and Access to Work  
Condition management  
Mindfulness  
Improving mental health  
Healthy lifestyle  
Managing health at work  
Advocacy

### Employment

Identifying job goals  
Preparing for Work Placements  
Work Placements  
Self-employment support  
CVs, application forms, interview preparation, job search skills support  
Practice interviews  
Workplace tools (to help in a new role)

### Skills and Qualifications

Functional Skills assessment  
Learning Styles assessment  
Transferable skills  
Accredited and non-accredited vocational training courses  
Basic skills and ESOL training  
Character Traits assessment & Modules (Integrity, Resilience, Self-Confidence, Pro-activity, Self-Awareness and Working with Others)  
Learning and practising tasks

### Personal Circumstances

Better Off Calculation  
Support to address personal barriers: debt/money; caring responsibilities; travel/transport; addiction; housing; criminal convictions; relationships  
Support to build peer networks and engage in local activities

### Digital

Reed online Careers Centre, Remploy online Wellness Zone, Remploy Online Adviser

## PARTICIPANT IN WORK

Into-work meeting with Key Worker (employer and support network, if appropriate). In Work Action Plan.  
Employer Support Plan (e.g. workplace adjustments, understanding workplace needs, staff disability training, regular contact/reviews, involvement of support networks, online support guides/materials)  
Minimum Monthly Action Plan Reviews with Key Worker  
Final review with Keyworker, employer and Participant (with support network if appropriate)

## PROGRAMME END

Exit Review with Key Worker (all engaged Participants) - review support/progress.  
Exit Activity Plan - support provided, progress made & next steps  
Warm Handback (Exit Activity Plan sent in advance)  
IPES Progress Report (for all) - progress made, experience gained, reasons provision has ended and possible next steps

REED  
IN PARTNERSHIP

# IPES Service Delivery Proposal - Customer Journey