

**[2.6.1]**

**Participant Journey & Provision Content**

Please provide a detailed description of the design and content of the provision, including how this meets the requirements listed in section 3 of the specification.

Your response should:

- Provide an outline participant journey to illustrate how you will provide a structured intervention for each individual participant, including those who require a higher degree of support and the intended frequency of these interventions
- Explain how you will ensure that each individual participant will receive regular reviews to ensure that they progress while participating in the provision and achieve a Job Outcome
- Provide a detailed description of the design and content of the provision, including the duration of each element for individual participants and the method of delivery e.g. face to face, telephone, web based, individual, group work etc.
- Provide a rationale to clearly demonstrate why the provision content is suitable for the specified priority groups
- Explain how you will identify individual participants' barriers to entering work (including but not limited to child care and travel) and tailor the provision to overcome these
- Explain what in-work support you will provide to both the participant and where appropriate the employer and how you will ensure that it meets their needs to support the achievement of job outcomes

**Insert your response in the pre-set, shaded space on the following pages. Your response MUST be limited to 5 sides of A4.**

**PLEASE NOTE THE SCORE ATTAINED IN THIS SECTION MAY ALSO BE USED IN A TIE-BREAK SITUATION WHERE APPROPRIATE.**

MAXIMUS' participant journey is designed based on our experience of delivering a highly successful REDACTED contract and voluntary provision REDACTED in the South East Midlands LEP (SEMLEP) region to similar priority groups; our understanding of the complex needs and barriers of the priority groups and the local environment; and through our consultation with key stakeholders.

**Outline Participant Journey:** We have created a participant journey and provision across four structured phases – **ATTRACT-ASSESS-ACT-ACHIEVE** designed to: engage and enrol participants; support them to address their needs and barriers; provide the skills and confidence to find and access jobs; and sustain and progress in work. Described in detail in this response, our model is underpinned by four **critical success factors:** REDACTED Our participant journey will be deployed by MAXIMUS and Supply Chain Partners (SCP).

REDACTED

**ATTRACT (REDACTED):** The first contact an individual will receive following our outreach engagement or through their self referral will be with our WA. We will create an environment in which WAs will engage individuals interested in participation to feel welcome, enthused and optimistic about finding and accessing work. Our WAs build trust, understanding and empathy through open communication styles and will invite individuals to **Information Sessions** at our fixed and outreach locations across SEMLEP to find out about the services they can access. Individuals deciding to join our programme will complete eligibility forms (ESF1420), sent to DWP within REDACTED of participant signature. Whilst awaiting DWP confirmation, our Case Management Assistance Centre (CMAC) will maintain engagement with the individual through SMS texts/emails/phone REDACTED. Ineligible individuals will be signposted to alternative provision. CMAC will contact eligible individuals to conduct an initial telephone interview to inform them of programme eligibility and assign them to their dedicated WA for their face to face **Initial Engagement Meeting (IEM)**, within REDACTED.

REDACTED

**ASSESS (REDACTED):** From the IEM, our WA will support each participant 1-2-1 throughout their time on provision, building rapport and a trusting relationship to identify and address barriers to work and access specialist support, eg: mental health, ESOL or drug/alcohol support. At the IEM the WA will conduct a 'REDACTED' with the participant, REDACTED which will assess the participants motivation levels and confidence in gaining work, identify and embed their personal strengths and begin to build their mental resilience. The WA will identify participant's jobsearch skills, abilities, confidence and motivation levels, job goals and work barriers, which will inform on the **level (REDACTED) and depth of support** required and the activities to follow, which will ensure they receive the **frequency of interventions** they need. ASSESS will include further specialist assessments based on the participant's needs REDACTED. Where a participant is already engaged in other specialist support services (e.g. Mental Health Support); they will be offered a 3-way assessment involving their Key Worker to ensure a **wraparound service alignment** for the participant. All participant information and data is recorded onto REDACTED, our case management system. The WA will use the results from ASSESS to develop a tailored **Action Plan (AP)** to facilitate the participant's journey

to work, jointly agreed and signed with their WA.

## REDACTED

**ACT (REDACTED):** The AP drives the ACT phase and is reviewed to assess each participant's progress and achievement of jobsearch activities. *Reviews enable new milestones to be agreed* as the participant moves closer to work. For significant barriers to work the AP will include details of each 'specialist provision' brokered from engaged local providers.

**Regular Review:** Our provision design ensures all participants can **achieve a job outcome**. Participants undergo **regular reviews to identify and ensure progression**, the frequency determined at ASSESS. As a minimum (for Low need participants) APs are reviewed REDACTED and recorded on REDACTED. Medium and High level need participants have APs reviewed at least REDACTED. Reviews are undertaken by the WA and with specialist partners as appropriate to assess a participant's progress against milestones, track achievements and address any issues. The review cycle means we are able to assess the success and impact of current interventions and revise activities as needed. All participants (including early completers) leaving provision have an **Exit Review** to document progress against milestones, forming a **Final Action Plan** with recommendations for future steps.

**The Detailed Design and Content of Provision:** Our WAs guide each participant through their personalised journey providing 1-2-1 tailored support. REDACTED. The **content of our provision**, *duration and method of delivery* is drawn from our successful REDACTED toolkit of REDACTED workshops and guides designed and developed for REDACTED and REDACTED and refined for this provision to enable greater flexibility, to include:

**Workshops and Module Support:** Workshops and Modules delivered 1-2-1 and in groups with a duration of REDACTED, dependent on the group, method, individual needs, outreach or fixed location. Modules include: Careers Support REDACTED. Employability Skills- REDACTED. Modern Jobsearch Skills- REDACTED. Job Interview Techniques- REDACTED

**Digital and online support:** Will be facilitated as REDACTED sessions through group activities in fixed and outreach sites, 1-2-1 when meeting participants in remote locations or where this approach is preferable for them; and remotely through web-portal access. Provision will include: On-line Jobsearch Sessions; Universal JobMatch account setting; advice on Jobsearch websites; and **Better Off Calculations (BOCs)**. Further support provided by the MAXIMUS Group (Remploy and Health Management businesses), specialisms supporting people with health conditions and disabilities will include: REDACTED 'webchat' advice and guidance service by trained Advisors, to support people with disabilities to access services; REDACTED - online access through a participant portal to jobsearch guides and tools available 24/7; Occupational Health telephone / on-line support- delivered by healthcare practitioners offering advice on managing health conditions at work; and REDACTED - online guides accessed by WAs for participants to gain on-line healthcare advice on a broad range of topics REDACTED.

**Employer-led support:** designed with engaged employers, duration determined by the employer and participant (e.g.: REDACTED), led by the EEM, provision will include: Sector Routeways- designing a blend of employability and vocational skills with job interview preparation and job interviews; Work Placements/Work Trials- with charity/community organisations to build work skills; Working Interviews- engaging

employers to provide work trials as a method of job interview, to review each participant's ability to fulfil job roles (REDACTED).

**Skills Support:** short duration skills provision delivered in group sessions by existing external training providers (REDACTED) and Local Authority (LA) provision, Adult Community Learning, Colleges etc) to include: Vocational- REDACTED.

Personal/Life/Language Skills- REDACTED

**Specialist Support Provision:** Existing specialist services delivered in SEMLEP, duration and method determined by providers to include: Volunteering- (eg: REDACTED, REDACTED, REDACTED), Self-Employment- (REDACTED), Careers Advice- (REDACTED), Health- (REDACTED), Drug/Alcohol Support- (eg: REDACTED, REDACTED), Debt /Budget Advice- (REDACTED, REDACTED, REDACTED), Migrant Workers- Qualification comparison (REDACTED, REDACTED). We and our Supply Chain Partners existing links with over REDACTED providers, aligned to our close collaboration with LA teams, and the Voluntary and Community Sector (VCS) through our REDACTED will ensure we access a broad range of specialist services required by participants.

## REDACTED

**ACHIEVE:** To ensure sustainable job outcomes, we will support participants for up to REDACTED (see also *In-work* support response below). *ACHIEVE* is designed to provide in-work support and progression tailored to the participant's needs. WAs will co-ordinate participant access to additional specialist support and resources (e.g. subsidised REDACTED initiatives in rural areas, REDACTED provision) to enable smooth transition into sustained work. We will equally provide support to employer (where appropriate), in particular where we have established REDACTED to address common teething issues (e.g. timekeeping) during transition into work; and will facilitate their access to skills progression (e.g. Apprenticeships) to consolidate participant sustainment.

**Our provision content suitability for specified priority groups:** We have undertaken stakeholder engagement across SEMLEP to understand the opportunities, issues and needs and to also understand the best approach for the area. This has included meeting/speaking with REDACTED; numerous third sector delivery organisations (REDACTED, REDACTED); and consulting with our existing SCPs for WP in the region. Through utilising our own experience and that of our partners we have developed an approach based on the evidenced based Caseworker/Keyworker model - proven to be the most successful method of support to vulnerable/ marginalised individuals - where a dedicated Caseworker works with participants to develop an individualised package of support which aims to provide mentoring support, break down barriers, move participants closer to the job market and ultimately into work. It is also a fluid, participant led model which provides flexibility to decide where the key areas of focus should be (e.g. the balance of barrier and employment support); and will be a local community based service rather than the rigid structure of a city/town centre office. Our model will also address key local issues, namely ■ **Addressing Social Exclusion and Deprivation:** we will work closely with key local stakeholders (including the LEP, LAs, VCS etc) to tackle employment issues and barriers at a local level to ensure that SEMLEP ESF aligns with, and doesn't duplicate, other provision. Our provision will also be flexible to meet the needs of key priority groups (e.g. women, disabled people, BAME/migrant communities) by providing bespoke support to participants and potential employers

to create more local opportunities for under represented groups; ■ **Low Skills:** we will work with local Adult and Community Learning to ensure participants are signposted to existing services to help address skills barriers to work and provide in work skills support (where appropriate); ■ **Social and Rural Isolation:** our flexible outreach model means we will have a mobile workforce able to work from a range of LA, Community and SCP sites, as appropriate, across the contract area.

REDACTED.

***Identifying Participants' Barriers and Tailoring Provision:*** An in depth **assessment** is critical to the success of our participant journey. REDACTED. Our ASSESS phase paves the way for a genuinely targeted Action Plan to reflect a participant's background and circumstances. ASSESS comprises: REDACTED on-line / paper based assessment, designed by our partner REDACTED and recognised as an industry leader in delivery of diagnostic assessment to support long-term unemployed people into work. REDACTED uses REDACTED questions and exercises to identify skills and aptitudes to enable unemployed people to REDACTED identify strengths in others and use this information to handle jobsearch situations and to recognise how their strengths and employer requirements and values can align. The outcome of the REDACTED assessment will define which further assessment/s may be required by the participant to fully understand their needs and barriers. Additional assessments we will have available will include: ■ **Employability Assessment:** Conducted by the WA, to REDACTED ■ **Behavioural Insight Assessment:** This assessment builds on REDACTED and gains a deeper understanding of the participant's behavioural dynamics when in a group environment. Our trained WA will facilitate group sessions, encouraging participants to be proactive, to observe levels of engagement, with information collated with the results of the REDACTED Assessment; ■ **Specialist Assessment:** Where high level specialised needs requiring expert input are identified, we will work with specialist providers to deliver professional interventions, eg: for participants with health barriers, their WA may refer them for an Occupational Health Assessment. A discretionary REDACTED will be used to support participants for a range of needs (eg: childcare, travel costs (including into work), counselling and for specific interventions). Use of the fund will be available at any point in the participant's journey, linked to measurable outcome(s).

***In-Work Support and progression:*** MAXIMUS recognises a successful transition into employment, followed by a personalised plan and understanding of employer's needs, are all integral to ensuring job sustainability. Once in work, participants will continue to be supported by their WA, who will agree a **Transition Support Plan** with each participant, before they enter work to enable a smooth transition. This plan will be individualised to need and actions and tailored to support requirements. WAs will contact participants by telephone, email, in person or SMS on their first day of employment to verify that everything is going well and address any issues of concern that may have arisen. In-work support will be provided by WAs for up to REDACTED. The frequency of support will be risk based and agreed on an individual basis. Support requirements may include, but are not limited to, budget management, REDACTED. EEM and WA will additionally support the employer to maintain participant sustainment and where appropriate to access other services such as skills provision (eg, apprenticeships); SEMLEP's Growth Hub business support; and Access to Work for disabled people entering work. The WA will work closely with our EEM to ensure that the participant and employer have the support required to sustain work.

