IN WORK PROGRESSION CUSTOMER JOURNEY PROOF OF CONCEPT

TARGET PARTICIPANT GROUP

- Female & Male
- Low Wage (10% lower than UK)
- Low Hours
- Universal Credit in-work (1400 in Scope)
- Housing Benefit (2300 in Scope)
- Working Families receiving Tax Credits (10,400 in Scope)
- Low Skills (15,000 No Skills in Scope)
- Self-employed people who are seeking employee employment
- Persons, who are just outside the target participant group criteria but who in the opinion of the Key-worker would benefit from the service provided.

IDENTIFIED / REFERRED

Marketing and Promotional Campaign

Referral routes established

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Referral partners and engagement routes include:

- Tameside ONE Services
- Registered Social Landlord
- Self referral
- Social Prescribers
- Social Media
- Employers

Tameside One Services Include;

- Citizens Advice Bureau
- Cash Box Credit Union
- Council Tax & Housing Benefit
- Carers
- Council Customer Services
- National Careers Service
- Housing Advice
- Routes to Work
- Ingeus (Working Well Work & Health Programme)

SERVICE PROVISION

Customer

Keyworker

1 x Engagement Officer

1 x Keyworkers

1 x Admin

150 engaged annually

Biopsychosocial / Face to Face Assessments

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What is Different?

Flexible delivery around clients' work and life—choice of F2F meeting location

Customer

Keyworker

Biopsychosocial Action Plan

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What is different?

Bespoke support beyond advice only

What is different?

Focus on needs of in-work cohort

OR

Employer based Assessment and access to Skills Support for the workforce

Engagement Officer

DELIVERY

- IAG to support practical barriers
- 'Warm handovers' and signposting to specialist support services
- 1-1 Coaching
- Tailored basic skills offer
- Supported signposting/ handover into specialist skills provision
- Specialist information on local labour market, growth sectors, job opportunities
- Advocacy with employer where needed
- Flexible fund to support with client expenses
- Travel Support Fund to help with travel expenses

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What is Different?

Qualitative, quantitative learning on in-work participant group

Ongoing monitoring of customer barriers and needs, support provision, and outcomes through:

- Self-Smart assessments
- CRM system
- Evaluation partner

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EXIT

Follow -up with customers as part of evaluation strategy

KEY

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Evidence Gathering/ Evaluation