

Stage 4

Flexible New Deal

Edinburgh, Lothian and Borders

Overview

- About Ingeus
- Our experience
- Flexible New Deal with Ingeus

Ingeus

The new name for WorkDirections

Ingeus is an international group with 20 years' welfare-to-work experience

Since 2002, we have supported more than 38,000 people in the UK into suitable employment

Currently run programmes in London, the Midlands and Scotland, working with JSA, Lone Parent, and ESA customers, through:

Pathways to Work

Private Sector Led New Deal

Employment Zones

Tower Hamlets PCT

European Social Fund

Job Centre Support

London Development Agency

Ingeus – working In Scotland

- We have delivered the Pathways to Work programme in Edinburgh, Lothian and Borders since December 2007
- We currently have four branches in Edinburgh city centre, Livingston, Musselburgh and Galashiels
- We have worked with 8,000 people on health related benefits, helped 2,000 into work, and have seen 68% of full-time job starts sustain in work for at least six months

Our environments

- Welcoming, modern, open-plan
- Customers and advisors sit side-by-side
- Well-equipped Job Stations
- Private rooms for consultations, workshops, and meetings



Our FND programme

- Builds on our experience of delivering EZ and New Deal
- A service that is flexible and individually tailored
- Gives customers the right support at the right time to find their right route to work
- Breaks the patterns and habits of unemployment
- Builds activity, motivation and interpersonal skills
- Ensures suitable support for the hardest-to-help

Moving through FND

INSIGHT (up to 4 weeks)

- Initial job search and assessment phase
- Review of each customer's experience, qualifications, skills, attitude and motivation, personal circumstances and goals
- Identification of each customer's right route through FND and into employment

Moving through FND

ACTIVATE

- A high-intensity approach to job search for the more job-ready customers
- The Activate stage offers high levels of independent and supported job search activity, in one-to-one and group meetings
- Sector-specific job search activities are held for customers with similar job goals

Moving through FND

ENGAGE

- This stage is designed for customers who are identified as having significant psycho-social constraints to work, such as a lack of confidence, debt, homelessness or substance-misuse
- The aim of Engage is to improve customers' motivation by addressing their barriers to work and making work part of the solution
- Activities include solution-focused and cognitive behavioural therapies (CBT) such as motivational strategies, team building and learning practical solutions to external barriers - as well as appropriate sign posting

Moving through FND

PROGRESS

- Designed to develop customers' vocational skills/experience
- The Progress stage has been developed for customers with little or no work experience, those who have a language or basic skills need, and those who require a specific qualification to achieve their job goal
- Progress is based on providing sector-specific development and training
- Customers can access work placements or vocational skills training

Moving through FND

ENTERPRISE

- Customers who wish to start their own business will benefit from our Enterprise stream
- Enterprise delivers specialist self-employment advice and support, covering areas such as business planning, accessing funding, and test-trading
- Delivered by DHP Scotland

Moving through FND

RE-FOCUS

- Customers who do not enter employment by week 34 will move onto Re-focus
- **Re-focus** aims to re-energise and motivate customers, recognise their progress and explore new routes to employment
- 1-to-1 support to identify why customers have not started work, revise job goals, build on progress, and address remaining challenges
- Peer support, goal-setting, group interventions and regular reviews

The FND customer journey

