Experience from a Prime Contractor: tailoring support to meet users' needs

Alison Bunney – Business Development Director

ASPIRE
ACHIEVE, SUSTAIN

Seetec

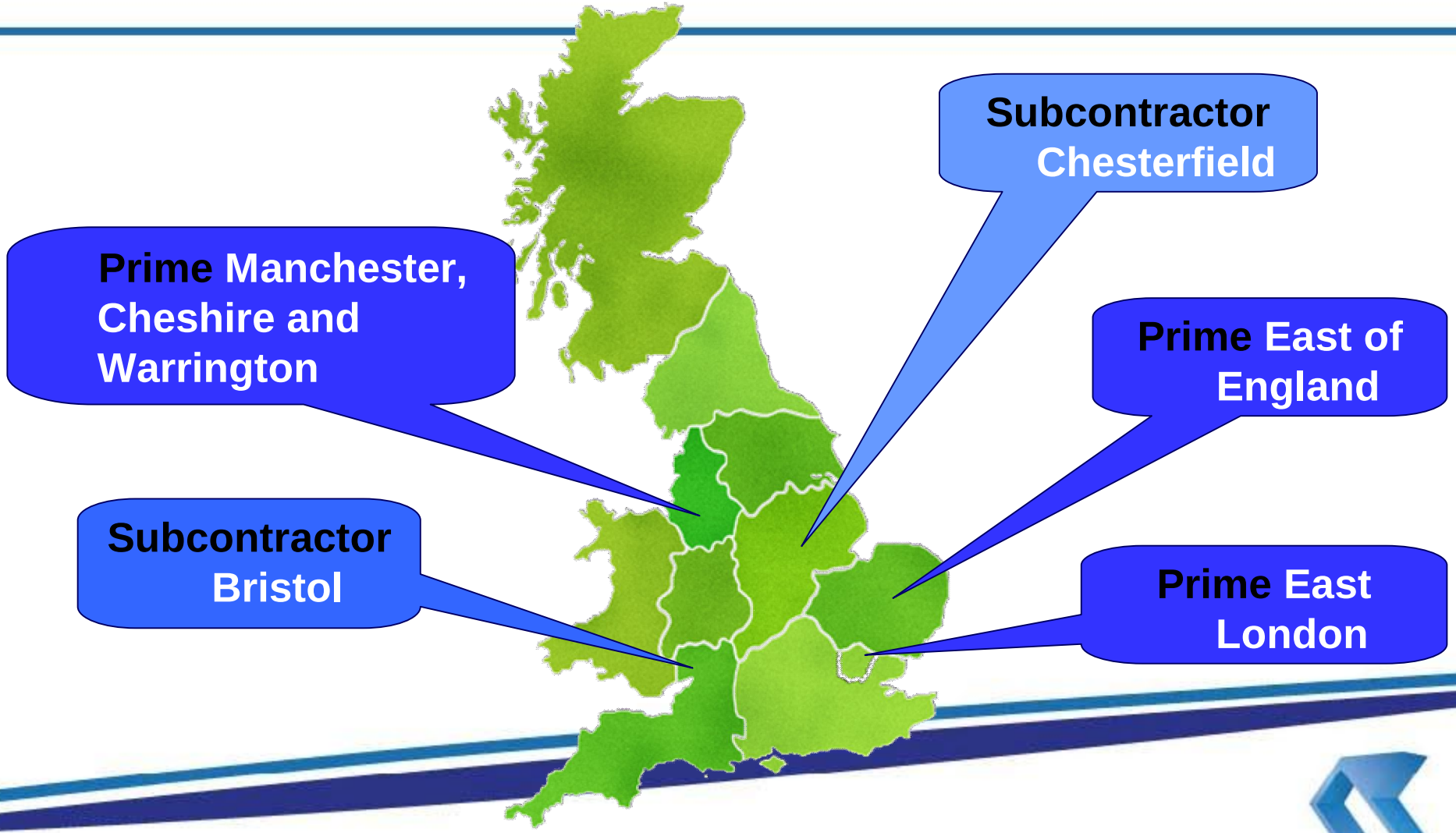
Seetec

- DWP ERSS Framework in 7 Regions
- 27 years of Welfare to Work and Skills experience
- Flexible New Deal, New Deal, Pathways to Work, New Deal for Disabled People, Work Choice, Jobcentre Plus Support Contract, European Social Fund
- Apprenticeships, Train to Gain, Response to Redundancy, Work Focused Training, Programmes for the Unemployed, Sector Based Work Academies
- National Skills Academy for Retail; Skills Shops in Stratford City, Cambridge, Swindon, Peterborough
- Supply Chain management expertise; stakeholder and employer engagement strategies

ASPIRE
ACHIEVE, SUSTAIN

Seetec

Seetec and the Work Programme



ASPIRE
ACHIEVE, SUSTAIN

Seetec

Headline Observations

- Higher than expected / profiled volumes BUT
- Unevenly dispersed across customer groups
- Work Programme negativity

ASPIRE
ACHIEVE, SUSTAIN

Seetec

Customer Journey

STEP 1
Personalisation and Customer Needs
"Aspire"

- Assessment and action planning
- Changing attitudes and behaviours
- Motivation and confidence
- Meeting customer group needs
- Core Skills, digital life skills, employability skills
- Rights and responsibilities

STEP 2
Employability and Work
"Achieve"

- Meeting employer needs
- Sector led pre-employment pathways
- Employability and fundamental work related skills
- Intensive job broking
- Short certificated courses
- In Work support

STEP 3
Sustainment and Advancement
"Sustain"

- Progression in Work Plan
- Coaching and mentoring
- Online learning to support progression at work
- Employer led workforce skills development
- Co-funded SFA skills progression
- Continuing Professional Development

Employability Cloud / Virtual Training Centre (VTC)

Information, Advice and Guidance

Big Society and Localism

Work Experience

Influencing and changing Behaviours and attitudes 'Behavioural Economics'

Employability and Core Skills

ASPIRE
ACHIEVE, SUSTAIN

Seetec

The Employer

THE

EMPLOYER

ASPIRE
ACHIEVE, SUSTAIN

Seetec

The Employer

- Employer demand led – what do employers want?
- Sector focused routeways for customers
- Retention and progression (joining up employment with skills)
- An essential Work Programme partner

ASPIRE
ACHIEVE, SUSTAIN

Seetec

Tailoring provision

- Labour market analysis – where are the vacancies?
- Employer engagement – business development activity
- Developing the employer offer
- Supporting the recruitment process
- Supporting the jobseeker / employer in work and beyond

ASPIRE
ACHIEVE, SUSTAIN

Seetec

Single Employer Offer

- Transport for London (TfL) and Crossrail
- 14,000 jobs at construction peak
- 6 Prime Contractors in London
- Joint working between Primes and Stakeholders
- Memorandum of Understanding; shared investment in staff resource
- Equal access to opportunities – competition through submissions
- Win – Win – Win

ASPIRE
ACHIEVE, SUSTAIN

Seetec

Summary

Work Programme is not the same as any other programme that we have delivered in the past.

It requires different thinking, different approaches but above all it will require the conviction that it can and will work.

ASPIRE
ACHIEVE, SUSTAIN

Seetec