

Learning from four years of Working Capital

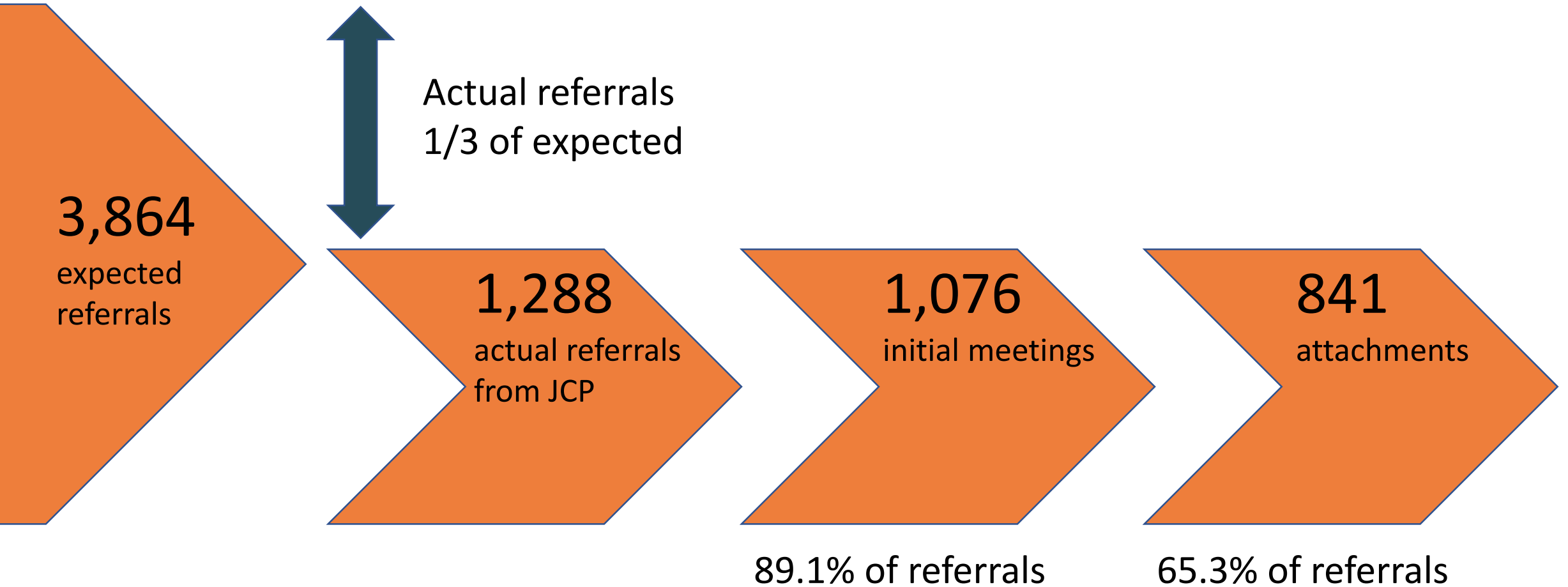
Informing the development and delivery of future devolved employment services

Working Capital

- **Integrated employment and health support** for people with a disability and/or health condition(s) who have been out of work for more than two years.
- **Testing effectiveness of intensive and specialised support** to Employment and Support Allowance (ESA) claimants in the 'Work Related Activity Group' (WRAG).
- Programme participants completed DWP Work Programme without securing sustained employment.

Support Offer and Service Integration

Participation has been lower than expected



Programme participants

Participants had a range of complex needs which often interacted:

- Just under a quarter reported that they had not worked for 20+ years
- Multiple health conditions
- A fifth reported having no basic skills

Many experienced other forms of social and economic disadvantage:

- Housing issues and financial issues (e.g. debt)
- Social isolation

Partnership working and service integration

What have we learnt?

Enabled by:

- Co-location
- Caseload reviews / joint meetings
- Utilising links with pre-existing local employment service
- APM involvement in LA training and networking events

Hindered by:

- Issues with monitoring the action plan
- Staff turnover
- Low referrals

Outcomes

Employment outcomes



Factors influencing employment outcomes

Enabled by:

- Sequenced support
- Good quality, trusting relationships with programme staff
- Work placements and permitted hours
- Soft outcomes (e.g increased confidence and gaining skills)

Hindered by:

- Complexity of individual's needs and circumstances
- Staff turnover
- Length of the programme, which was sometimes felt to be too short a time period for people to progress

Key considerations going forward

- Managing referrals and forecasting programme volumes
- Payment models
- Data collection
- Data sharing for delivery and evaluation

Thank you

For more information, please visit:

<http://centrallondonforward.gov.uk/programmes/working-capital/>

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