

Provider/CPA	Minimum Service Delivery
<p>Ingeus</p> <p>[CPA's 1,2,3,5,6,8&amp;16]</p>	<p><b>The Ingeus Customer Pledge</b></p> <ul style="list-style-type: none"> <li>• A flexible service that is convenient and accessible</li> <li>• A personalised package of support that is tailored to your needs</li> <li>• A professional Careers Academy and support to help you develop and progress in work</li> <li>• Priority access to exclusive job vacancies and job market information</li> <li>• Respect at all times and support to set your own goals</li> </ul> <p>If you would like to make a complaint about the service you receive, please speak to your advisor or ask for a copy of our complaints procedure.</p> <p><b>What we will do for you:</b></p> <ul style="list-style-type: none"> <li>• Keep in regular contact with you</li> <li>• Ensure you can easily contact us</li> <li>• Give you access to the tools and information you need</li> <li>• Encourage and act on your feedback or complaints*</li> <li>• Protect your personal information</li> <li>• Provide you with equality of opportunity</li> <li>• Focus on your safety and welfare</li> </ul>
<p>Seetec</p> <p>[CPA's 1,4&amp;7]</p>	<p>All customers accessing Seetec's Work Programme provision will receive the following minimum level of service</p> <p><b>Step 1 – Aspire: Personalisation and Customer Needs</b></p> <ul style="list-style-type: none"> <li>• Initial contact within 3 days of referral</li> <li>• Initial Assessment and action plan</li> <li>• A log in for Seetec's online training centre for customers</li> <li>• A named Adviser</li> </ul> <p><b>Step 2 – Achieve: Into Work</b></p> <ul style="list-style-type: none"> <li>• Access to a relevant level of IAG, work experience opportunities and a menu of online employability / job search modules.</li> <li>• Help to set up a suitable 'job seeking' email address</li> <li>• Weekly email of current vacancies</li> <li>• At least fortnightly contact with their Adviser</li> <li>• Opportunity to submit feedback on provision</li> </ul> <p><b>Step 3 – Sustain: Sustainment and Advancement</b></p> <ul style="list-style-type: none"> <li>• Progression in Work Plan</li> <li>• Opportunity to access in work skills development programmes</li> <li>• Access to online learning</li> </ul>
<p>A4E</p> <p>[CPA's 2,4,6,9&amp;17]</p>	<p>A4e and our supply chain are committed to improving the lives of our customers, their families and communities. In addition to our commitment to DWP's Customer Charter, our Minimum Service Levels (MSLs) will ensure a step change in performance, a high-quality service and the best chance of success for each customer.</p> <p><b>1. A fully accessible service:</b> that is accessible to all on public transport within 30 – 45 minutes travelling time, DDA compliant and in a safe and respectful environment.</p>

	<p><b>2. Individual assessment and plan:</b> every customer will receive a tailored assessment and action plan that will be reviewed at least monthly.</p> <p><b>3. Health support:</b> we will assess health as a barrier to working. Those identified as needing additional assessment/support will be referred to a specialised health assessment and support to develop a health-focused back to work plan.</p> <p><b>4. A fully personalised service:</b> including (minimum) monthly 1:1 contact with a named advisor and a tailored journey that address their broader needs.</p> <p><b>5. Customer empowerment &amp; Work Ethic:</b> customers will be given a choice about how they first engage with their service provider and a choice of work-focused activity early in the journey to promote 'Job First', the development of essential work habits and exposure to the benefits of working.</p> <p><b>6. Improved relevant skills:</b> all customers will receive a Skills Audit and have access to soft and locally-tailored vocational skills development opportunities.</p> <p><b>7. Recharge activities:</b> all customers will access Recharge activities if they are not making progress in their journey.</p> <p><b>8. Incentive to engage:</b> all customers will have access to A4e's Incentive Scheme that recognises and rewards achieving journey milestones.</p> <p><b>9. Total Person:</b> we will work with all other agencies that support customers to ensure that we meet all of their wider needs – A4e's Total Person service.</p> <p><b>10. Family service:</b> we will support our customers within the context of their family.</p> <p><b>11. Feedback:</b> customers can provide feedback at any point and will be requested at specific points in the journey. We will respond where requested within 7 days.</p> <p><b>In-work progression and sustainability:</b> tailored support Mon-Fri, 8am-8pm and life access to A4e's on-line job search facilities. We will contact in-work customers according to their Risk Profile</p>
<p>Maximus [CPA's 3&amp;9]</p>	<p><b><u>Phase One – Pre-engagement</u></b></p> <ul style="list-style-type: none"> <li>• Information about the Work Programme and MAXIMUS services available in JCP offices, online and in the offices of our Delivery and Menu Partners</li> <li>• Expert Volunteers offered to JCP customers who have substantial barriers to provide advice and support before being referred to the Work Programme and throughout each customer's journey</li> <li>• Warm handover will be arranged with JCP wherever possible and appropriate</li> </ul> <p><b><u>Phase Two – Engagement</u></b></p> <ul style="list-style-type: none"> <li>• All customers are contacted by C-MAC initially by phone in two days and if not contactable an appointment letter sent within 5 days of referral</li> <li>• Initial appointment with an Employment Consultant (EC) arranged within 15</li> </ul>

- days of referral
- Minimum of 90% of referrals converted to starts on the Work Programme
- Warm handovers with JCP advisors arranged where possible
- Appointment reminders by SMS sent to all customers with a mobile phone

**Phase Three – Assessment**

- All customers undertake an assessment with a dedicated EC or Health Officer
- All customers starting on the Work Programme produce an Action Plan within 15 days of referral
- The Action Plan includes agreed activities and timescales
- All customers work towards an agreed job entry date based on their individual barriers and Action Plan
- Action Plans regularly reviewed as milestones are reached

**Phase Four – Personalised Support**

- Dedicated support from an EC and menu partner providers
- Minimum of fortnightly contact
- Hours of attendance and appointment times tailored to meet customer circumstances
- Access to a range of support through local Menu Partners
- On-line access to live job vacancies through our *Jobs First–Customer Zone* and job matching with vacancies generated through Employment Engagement Consultants
- Access to funds for travel, childcare, equipment and clothing if included in Action Plan

**Phase Five – Employment**

- Support to manage the transition from welfare to work
- Access to in-work benefits calculations and advice on entitlements
- Access to financial support to cover travel costs or childcare in the early stages and advice with budgeting

**Phase Six – Sustainable Employment and Job Progression**

- Regular contact from their EC to check progress and offer additional support, such as further skills training if required
- Rapid reconnection job matching service to prevent return to benefits

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[CPA 3]

- Meet with your personal Employment Adviser within ten days
- Receive a full assessment of your needs and skills
- Review your progress with your Adviser at least once every four weeks
- Receive support to develop a tailored CV and job goals
- Receive financial advice and support to show how you will be better off working
- Be able to access e-learning, job search support and vacancies through our online portal

	<ul style="list-style-type: none"> <li>▪ Receive support once you are in work, and have access to an Employment Coach after your first ten weeks of work</li> <li>▪ Have the opportunity to let us know about your experiences on our programme through our customer surveys</li> <li>▪ Receive a detailed history of your progress if you leave our programme before getting a job Delivering services</li> </ul>
<p>CDG [CPA 4]</p>	<p><u>Stage One: Pre-Work Programme Engagement</u></p> <ol style="list-style-type: none"> <li>1. Work Programme customers identified by their Jobcentre Plus advisor as having substantial barriers to work will receive a warm handover to the Work Programme. Priority will be given to JSA IB, Ex-IB, IB/IS and JSA Early Access customers, although all identified customers will be eligible.</li> <li>2. Work Programme customers identified as having substantial barriers to work by their Jobcentre Plus advisors will be offered pre-Work Programme access to one-to-one mentoring and support from a CDG expert volunteer (EV).</li> </ol> <p><u>Stage Two: Referral and Attachment</u></p> <ol style="list-style-type: none"> <li>1. CDG's Customer Support Centre (CSC) will contact all customers and attach them to the Work Programme by completion of a triage assessment within ten working days of Job Centre Plus referral.</li> <li>2. A minimum 95 per cent of referrals will be converted to Work Programme attachments.</li> <li>3. All customers will receive a triage assessment to promptly identify any initial barriers to Work Programme participation.</li> <li>4. All customers will receive an induction pack with login details to CDG's Customer Zone portal. London East Minimum Service Delivery Supply Chain Service Delivery CDG Service Delivery Levels</li> </ol> <p><u>Stage Three: Induction and Assessment</u></p> <ol style="list-style-type: none"> <li>1. All customers are to have created a Progression Plan with their personal advisor (PA) or job broker (JB) within 20 days of Work Programme referral. The Progression Plan will detail the timebound mandatory and voluntary activities the customer will be expected to participate in.</li> <li>2. Progression Plans will be reviewed fortnightly for Fast Track customers and monthly for Work Readiness customers.</li> </ol> <p><u>Stage Four: Pre-Employment Preparation</u></p> <ol style="list-style-type: none"> <li>1. Customers with health problems or caring responsibilities are to be offered Work Programme support through a community hub or alternative convenient location, including home visits where required.</li> <li>2. All customers will have a current CV within one month of WP start.</li> <li>3. All customers will have monthly support meetings with their PA or JB.</li> <li>4. All customers will have access to barrier busting support from a menu partner when identified as necessary by a PA or JB.</li> <li>5. All customers will have remote access to online employability support through Customer Zone.</li> <li>6. All customers will participate in planned jobsearch activities and/or employability coaching activities.</li> <li>7. All customers will have access to added value support from an EV where needed.</li> <li>8. Customers will access funding or support to cover travel and childcare costs while on Work Programme.</li> <li>9. All customers will receive Better Off In Work Calculations once they receive a job offer to ensure they are financially better off in sustained employment.</li> </ol>

	<p><b>Stage Five: In-Work Support</b></p> <ol style="list-style-type: none"> <li>1. Customers will have access to employment preparation grants to pay for initial travel, equipment and in-work expenses.</li> <li>2. All customers will have access to In-Work Support services, including CSC support and In-Work Advice Clinics.</li> <li>3. Customers will receive continued access to added value services, including Customer Zone and CDG's EVs.</li> <li>4. An Exit Report will be sent to Job Centre Plus within ten working days for customers who exit Work Programme without finding work.</li> </ol>
<p>Avanta [CPA 5,7 &amp; 10]</p>	<p><b>Support while working</b></p> <p><b>Introducing ourselves</b></p> <p>Our dedicated customer contact centre will call the customer directly where we'll explain how everything works, tell them what to expect and find out a little more about their situation. We'll then arrange an Insight appointment for them at the Avanta office that's most convenient for them.</p> <p><b>Confirming the appointment</b></p> <p>We'll write to them to confirm their appointment, explain what they can expect at their Insight appointment and provide them with directions to the office, including public transport links.</p> <p><b>Getting started</b></p> <p>We'll provide a warm welcome for all customers and take care of all the necessary paperwork, ensure that they're set up on our IT systems, explain how much better off financially they will be and make sure that they're ready to start looking for work.</p> <p><b>The Insight appointment</b></p> <p>Our employment consultant will talk with the customer about their aspirations and what they want to achieve. We'll then agree a personal plan of action with them as to how they'll achieve their goals, such as getting skills that local employers are looking for.</p> <p><b>GETTING PEOPLE INTO A JOB WITH A FUTURE</b></p> <p>Once we have got our customer the job that they want then our focus will switch to making sure that their job has a future. We'll make our customers aware that we're on hand for up to two years after their job is started, providing support on training and wellbeing to ensure job sustainability.</p> <p>We're also developing a network of mentors, including people who've been through the Work Programme, to offer further guidance to those wanting extra support.</p>
<p>G4S [CPA 7, 10, 18]</p>	<p><b>1. Every Customer will have an individual Personal Advisor</b> who is responsible for supporting them into sustained employment. A Personal Advisor provides continuity of service to Customers, building trust and understanding. There is no 'onesize fits all' in the G4S delivery model – named Personal Advisors will co-design a bespoke route back to employment based on each Customer's unique circumstances.</p>

- 2. Every Customer will receive a comprehensive Work Programme Induction, in the most appropriate format for them, within 2 weeks of referral.** A comprehensive Induction not only welcomes the individual to the Work Programme, but it also explains their rights and responsibilities, and maps their journey through the Work Programme.
- 3. Every Customer will be supported to identify a Realistic Job Goal (RJG) within 2 weeks of referral.** The Realistic Job Goal provides a target for each Customer's job search activity. The needs of individuals are assessed in relation to the Realistic Job Goal to ensure that all, and only activities that are necessary to help that Customer achieve sustained employment are identified and implemented.
- 4. Every Customer will have an Action Plan.** The Action Plan provides a concrete timetable and set of clearly defined steps for each person to attain their Realistic Job Goal. A time-bound Action Plan with concrete milestones sets out a clear, agreed route to meeting these needs against which progress can be continuously measured.
- 5. Every Customer will have a Situational Contact Plan.** Each Customer will receive the appropriate level of support based on their individual circumstances. For most Customers this will be at least fortnightly. For many Customers it will be daily.
- 6. Every Customer will receive Job Brokerage support including, as a minimum, a CV, Interview Training, and a Better-Off Calculation.** Job Brokerage is necessary for finding an individual employment. In addition to the above minimum, it encompasses activities including building motivation and confidence, application form filling, and cold calling employers.
- 7. Every Customer will receive ongoing needs assessment.** For the majority of people it is necessary to identify needs in order to effectively meet them. Needs assessment is not a one-off activity, but an ongoing process that develops with the relationship between the Personal Advisor and Customer.
- 8. Every Customer will have access to the G4S Knowledge Bank.** Many Customers will require expert additional intervention to overcome barriers to finding and sustaining employment. All Customers have access to specialist Knowledge Bank services. This includes a range of support including condition management, occupational health support, childcare services, career advice, mentoring, debt advice, housing advice and vocational training.

	<p><b>9. Every Customer will receive pre-work support and an ‘In-Work Action Plan’.</b> Pre-work support prepares a Customer for work, identifies what in-work support might be required and increases their chance of staying in work. This is laid out in a Customer’s ‘In-Work Action Plan’. This plan will assist the Customer to benefit from pre-work preparation and understand work-expectations.</p> <p><b>10. Every Customer will receive in-work support including mentoring, crisis intervention and ongoing career management.</b> Ongoing in-work support is crucial in increasing the chances of individuals staying in employment. Every Customer will have an In-Work Action Plan documenting appropriate, tailored in-work support.</p>
<p>Working Links [CPA’s 8,11 &amp; 13]</p>	<p><b>Engagement</b></p> <ul style="list-style-type: none"> <li>• Every customer will be offered a warm handover at referral, face to face or by phone</li> <li>• Within 2 working days of PRaP referral, each customer will be booked an induction within the next 10 working days. Appropriate induction offered to all customers covering programme rights and responsibilities</li> <li>• All customers will be informed and encouraged to use the feedback process</li> </ul> <p><b>Pre-Work Support</b></p> <ul style="list-style-type: none"> <li>• Every customer will have a named consultant</li> <li>• All customers will have an individual needs assessment resulting in an individually tailored Into Work Plan that will map out their journey into sustainable employment</li> <li>• All job ready customers will have access to job search resources immediately following induction with ongoing tailored support.</li> <li>• All customers with moderate barriers to employment or no clear job goal will have a 1:1 within 5 working days of induction with access to a range of tailored provision and support that will help them overcome their barriers to employment</li> <li>• All customers with significant barriers to employment and/or no clear job goal will have a 1:1 within 5 working days of induction with access to a range of tailored provision and support.</li> <li>• All customers will be supported to achieve basic IT skills and access core job search resources, including: a Hotmail address; online learning and job search tools; and a Better Off In Work calculation.</li> <li>• Every customer will create an Employer Portfolio (50% within 2 weeks of induction and 100% within 4 weeks) including: evidence of right to work in the UK a CV; and assistance in setting up a Bank Account where necessary</li> <li>• As a minimum all customers will have a record of fortnightly meaningful contact with their Provider.</li> </ul> <p><b>In Work Support</b></p> <ul style="list-style-type: none"> <li>• All customers who start work will be offered an In Work Support and</li> </ul>

	<p>Progression Plan (IWSPP)</p> <ul style="list-style-type: none"> <li>• All customers will be offered weekly contact through weeks 1 – 9</li> <li>• All customers will be offered fortnightly contact through weeks 9 – 26</li> <li>• All customers will be offered monthly contact from week 26 to the end of their sustainability period</li> <li>• In Work customers will be offered a CV review every 6 months</li> <li>• All in work customers can access support from 8am to 8pm Monday to Friday</li> <li>• A Rapid Return service for any customers that drop out of work will be available</li> </ul> <p><b>Programme Exit</b></p> <ul style="list-style-type: none"> <li>• All customers will have access to online learning and job search tools for 6 months following their exit from the Work Programme.</li> </ul> <p>All customers will be contacted for their views on the quality of the service at least once during their time on programme.</p>
<p>Prospects [CPA 11]</p>	<ul style="list-style-type: none"> <li>• 90% of customers will undertake an initial assessment within 10 days of referral</li> <li>• All customers will be provided with an appointment with their Ascent Cohort Adviser (ACA) within 5 days of their initial assessment and will undertake their first Ascent intervention within 5 days of their meeting</li> <li>• No customer will be at a financial disadvantage from attending the Ascent Programme. All travel costs will be reimbursed, childcare funded and carer support supplied for all approved Work Programme activities</li> <li>• All customers will have access to the Ascent Employability Kit and will receive a minimum of one item for example a haircut, personal hygiene kit, alarm clock, work or interview clothing</li> <li>• All customers will have their own secure log-on for their Ascent Online Progress Tracker</li> <li>• All customers will be able to view their Personal Action Plan and Ascent Tracker online</li> <li>• All customers will be reminded of their Ascent appointments and interventions by phone and/or text following the appointment letter.</li> <li>• All customers will be able to contact an Ascent Adviser between 8am and 11pm Monday to Friday</li> <li>• All customers will have an assigned Ascent Cohort Adviser</li> <li>• All customers will receive 1:1 contact with their Ascent Cohort Adviser once every two weeks as a minimum</li> <li>• All customers will undertake at least one activity per week on the Ascent Programme</li> <li>• All Ascent Cohort Adviser 1:1 contact will take place within 30 minutes travel of the customer's home</li> </ul> <p>On progressing to employment all customers will benefit from weekly contact until week 4 followed by fortnightly contact until week 26, followed by a minimum bi-monthly contact until sustainability has been achieved. All customers will have continued access to Ascent Workshops following entry into employment for a minimum period of 12 months</p>
<p>JHP Training [CPA 12]</p>	<p>All customers will be entitled to:</p> <ul style="list-style-type: none"> <li>• Easily accessible delivery premises near public transport routes</li> <li>• Online services available 24/7, 365 days per year</li> <li>• Functional IT skills training</li> </ul>

	<ul style="list-style-type: none"> <li>• Engagement with their provider every two weeks for 2 years</li> <li>• A personalised action plan</li> <li>• Access to job search facilities (inc. computer based facilities)</li> <li>• Work related activity e.g. work experience / community projects</li> <li>• Specialist support and interventions driven by need</li> <li>• In work support including a single point of contact and mentoring</li> <li>• Access to SFA funded vocational training</li> <li>•</li> </ul> <p>All JHP end to end partners will need to:</p> <ul style="list-style-type: none"> <li>• Convert 90% of referrals into Work Programme attachments</li> <li>• Complete all attachments within 15 working days of referral</li> <li>• Assess the needs of customers once attached on programme</li> <li>• Ensure customers are appropriately inducted on programme</li> <li>• Complete sustainability assessments as customers move into work, to create in-work action plans</li> <li>• Provide some form of incentive to help customers sustain work e.g. rewards, recognition, discretionary funds</li> <li>• Ensure customers can feedback on the service they receive</li> <li>• Conduct customer focus groups as part of their approach to continuous improvement</li> </ul>
<p>Rehab</p> <p>[CPA's 12 &amp; 13]</p>	<p><b>Action</b></p> <p>Arrange Welcome interview with EEP based on referral from Job Centre Plus</p> <p>Make Welcome Call to customer confirming date, time and location of Welcome Interview</p> <p>Dispatch personalised letter and Welcome Pack to customer after Welcome Call</p> <p>Call to customer ensuring provision and Welcome Meeting details are understood</p> <p>Assess failure to deliver mandatory actions and associated sanctionable consequences. Raise appropriate paperwork and system updates</p> <p>Carry out JobFit assessment with customer</p> <p>Produce and agreed WFAP with SMART actions with customer</p> <p>Provide each customer with an Induction session</p>

	<p>Each customer will receive a review meeting to check targets and update the action plan if appropriate.</p> <p>For any mandatory work related activity or work placement, a health and safety pre-vetting should be carried out</p> <p>For any mandatory work related activity or work placement, an employer agreement should be prepared and signed off by the employer</p> <p>Undertake appropriate job checks and update PIC System</p> <p>Create a Customer In Work Support Plan signed off by the customer.</p> <p>Deliver contact with the customer over the 104 week employment phase in line with the Customer In Work Support Plan.</p> <p>Assess reason for Early Completer departure against criteria. Enter relevant Early Completer code on PIC and Update Action Plan</p> <p>Enter Early Completer Code onto PRaP</p> <p>Where an exit report is requested by JCP, notify the EEP via PIC</p> <p>Where an exit report requested by JCP and notified by the RT to the EEP, create the report in the format and mode required and update the action plan on PIC.</p> <p>Where the EEP updates the Exit Report and action plan on PIC, the RT uploads the information onto PRaP.</p>
<p>EOS (formerly Fourstar) CPA 14</p>	<p><u>Minimum Levels of Service</u></p> <ul style="list-style-type: none"> <li>• You will start at EOS within 15 days after you have been referred from Jobcentre Plus. We will meet with you on a minimum monthly basis thereafter.</li> <li>• We will ensure that the maximum travel time from your home to a Work Programme Venue will be 40 minutes.</li> <li>• Our aim is for the number of days from when you start at EOS to your job placement to be between 100 and 300 days. This will depend on your</li> </ul>

	<p>individual circumstances.</p> <ul style="list-style-type: none"> <li>• At least 30 employers per year will act as 'host employers' in our Work Programme Venues.</li> <li>• From 2012 onwards we will create at least 50 Work Programme jobs per year in the Social Enterprise sector.</li> <li>• We will ensure that you have the opportunity for direct progression into Apprenticeships, or other work-based learning programmes.</li> </ul> <p>We will complete an exit report when you complete your time at EOS and send it to Jobcentre Plus within 10 working days.</p>
<p>NCG CPA's 14 &amp; 18</p>	<p>Throughout your time with Intraining (NCG) and our partner organisations we will ensure that you get a minimum level of service as part of the Work Programme. Our minimum service levels are:</p> <ul style="list-style-type: none"> <li>• You will receive a referral brochure, welcoming you to Intraining (NCG) and the Work Programme</li> <li>• You will be assigned a personal, dedicated Employment Advisor to work with you throughout your journey</li> <li>• We will contact you within 2 working days of referral from Jobcentre Plus</li> <li>• We will offer you an appointment within 14 days of referral and we will contact you to remind you when your first appointment is due</li> <li>• You will undertake a informative induction</li> <li>• You will receive a copy and explanation of the Customer Charter</li> <li>• You will have the opportunity to participate on InFit, or an equivalent programme</li> <li>• You will complete an on-line diagnostic assessment</li> <li>• You will receive a Career Progression Plan with clear steps and targets to meet your customer needs</li> <li>• You will receive a discount card</li> <li>• You will receive a personalised plan of activities</li> <li>• You will receive assistance with your Job Search and completing job applications.</li> <li>• You will receive help with IT skills, a free email address and on-line storage</li> <li>• You will receive a unique log-on to our e-learning environment</li> <li>• You will agree individual options and support tailored to you</li> <li>• You will receive ongoing contact from your Employment Advisor, with minimum fortnightly interventions during programme participation</li> <li>• You will have access to a range of appropriate vacancies</li> </ul>
<p>Pertemps CPA 14</p>	<p>The minimum service offer is designed to support individuals, irrespective of their payment group status, with a basic level of intervention that delivers the right advice and guidance.</p> <p>This offer is to be communicated to all clients at the start of their Work Programme journey. Usually this will be issued to them by JCP at the point of referral.</p> <ul style="list-style-type: none"> <li>▪ <u>Face to face intervention within 15 days of referral for 95% of customers</u> - Time bound commitment to see customers as early as possible. Maximise allotted 104 weeks. To get individuals into the process as quickly as possible in a way that encourages them to commit to a programme of change.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ <u>Induction on a 1:1 or group basis</u> - Ensures full understanding in a consistent approach. Confirms expected behaviours and associated conditionality. Provides equality of opportunity to all customer groups. Communicates standard information including Health &amp; Safety; Equality of Opportunity; Data Protection. Assures customers they are not alone and helps them rekindle team approach</li> <li>▪ <u>A standard initial diagnosis for all</u></li> <li>▪ <u>Provide an Employment Coach minimum fortnightly intervention with each customer</u> - Ensures full understanding in a consistent approach. Confirms expected behaviours and associated conditionality. Provides equality of opportunity to all customer groups. Communicates standard information including Health &amp; Safety; Equality of Opportunity; Data Protection</li> </ul>
<p>ESG Holdings CPA 15</p>	<p><b>The right solution for you...</b></p> <ul style="list-style-type: none"> <li>+ a <b>single point of contact</b> to make things easier;</li> <li>+ an <b>in depth assessment</b> so we can <b>iDENTIFY</b> support that's just right;</li> <li>+ an <b>individually tailored service</b> specific to your needs;</li> <li>+ <b>ongoing support</b> whilst on our programme and once you're in work to make sure everything's going well, your case manager will be in touch every two weeks as a minimum; and</li> <li>+ our <b>esg. Rewards card</b> so you can earn points to redeem against services and products while you're on your journey with us.</li> </ul>
<p>Serco CPA's 15 &amp; 17</p>	<p>Give you advance information about your Engage provider either by telephone or in writing within 10 days of your referral from Jobcentre Plus. This will tell you: where they are based; how to get there; what kind of support they offer; a contact name (where possible); and a time to attend your first meeting, which will be within 14 days of this initial contact.</p> <p><b><i>When you're on the Work Programme, your provider will...</i></b></p> <ul style="list-style-type: none"> <li>• Give you a Personal Adviser who will support you to find work. They will listen, help and encourage you to achieve your potential.</li> <li>• Discuss and agree your short and long-term job goals, plus the steps you can take to achieve them. This will form an action plan called a Personal Profile and Employment Plan (PPEP), which is jointly written by you and your Personal Adviser. It will be updated regularly as you progress through the programme.</li> <li>• Meet with you in person at least twice a month. If your personal circumstances mean you are unable to attend a face-to-face appointment, then they should contact you via telephone or email.</li> <li>• Refer you to one of our specialist providers if you have particular needs, such as a health condition or physical disability, or want specific employment advice, such as how to start your own business. This should happen by your third face-to-face meeting.</li> <li>• Review your PPEP every three months, and at other key points during your time on the programme, to help you progress towards your job goals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Help you with techniques to support you to look and apply for jobs. This may include: filling in application forms; creating a CV; researching possible employers; practice interviews; interview techniques; and cold-calling.</li> <li>• Make you aware of the full range of support that is available to you. This may include: work experience placements; personal development, such as confidence building; and training opportunities.</li> <li>• Offer advice and help in accessing wider support in your area should you need it. Our Integrated Support Services offer expert advice on a variety of issues such as managing your money, drug and alcohol misuse, housing and childcare.</li> <li>• Accurately explain the benefits you'll receive when you start work. These calculations will give you a guide as to how much better off you'll be in work.</li> <li>• Give you access to computers, the internet, photocopiers, stationery, telephones and local newspapers to help you search and apply for jobs.</li> <li>• Support you with reasonable travel costs to and from provider meetings.</li> <li>• Protect any personal information that we hold about you in line with government and Serco data protection policies.</li> <li>• Complete a review with you at the end of the Engage and Enable phases if you have not yet found work. This will help us to select the best provider for you at the next phase of the programme. We will give you information about your new provider, either by telephone or in writing, seven days before you are due to transfer.</li> <li>• Complete a review with you at the end of the Empower phase if you have not yet found work. This will help us to support you to return to Jobcentre Plus for further assistance with your ongoing job search.</li> </ul> <p><b><i>Once you've found work, we will...</i></b></p> <ul style="list-style-type: none"> <li>• Continue to offer you support, for example if you need to talk to someone about your new job or any issues you may be facing, for example, with transport or childcare.</li> <li>• Provide ongoing access to your Personal Adviser so they can offer any advice or support you may need.</li> <li>• Give you the number of a free, 24-hour independent helpline for impartial advice about any personal or practical challenges you may be experiencing either at work or at home.</li> </ul>
Best CPA 16	<ul style="list-style-type: none"> <li>• We are committed to one of our Customer Service Consultants contacting you within 2 days of your referral from Jobcentre Plus</li> <li>• We will consistently ensure all our first appointments are arranged within 10 days of our first conversation with you</li> <li>• Your Work Coach will complete a comprehensive initial assessment with you at your first Induction &amp; registration meeting</li> <li>• We aim to ensure wherever possible you have the same dedicated work coach to support you on your journey into and throughout employment</li> <li>• We are committed to reviewing your progress towards employment</li> </ul>

every two weeks

- We will ensure you receive a minimum of fortnightly contact time with your Work Coach throughout your Work Programme Journey
- You will be able to access advice and guidance from our dedicated Customer Call Centre 7 days a week
- We will cover your payment of travel, childcare and caring costs to attend the Work Programme