

SCHEDULE 2.1

SPECIFICATIONS

PART 6

EMPLOYMENT SUPPORT

1. GENERAL

- 1.1 This Part of Schedule 2.1 sets out the service specification outcomes and standards which apply to the provision of Employment Support Services to Customers by the Supplier under this Agreement.
- 1.2 This Part of Schedule 2.1 should be read in conjunction with:
 - 1.2.1 Part 1 of this Schedule; and
 - 1.2.2 the Service Specification.

2. SCOPE

- 2.1 The Supplier shall make the Employment Support Service available to adults with learning disabilities in Somerset whose Care and Support Plan includes the same.
- 2.2 The Supplier shall deliver Employment Support using the IPS model and any variances from this model must be agreed in writing by the Authority.
- 2.3 The following activities are excluded from the scope of this Part of Schedule 2.1:
 - 2.3.1 the establishment or management of supported work projects or similar types of sheltered work activities;
 - 2.3.2 support to be a volunteer; and
 - 2.3.3 support for any type of open ended unboundaried work experience or similar activity for which the Customer does not receive payment at the national minimum wage / national living wage (as applicable) or above and/or does not have equal terms and conditions to other people working in the relevant organisation in the same or similar roles.

3. OUTCOMES

- 3.1 The Supplier shall endeavour to achieve the following outcomes for all Customers who receive Employment Support Services in addition to the Generic Outcomes and the Individual Outcomes while taking into account each Customer's individual needs and choices:

that Customers can:

 - 3.1.1 achieve sustained Employment paid at the national minimum wage / national living wage (as applicable) or above with the same opportunities for progression changing jobs terms and conditions as other employees undertaking a similar role;
 - 3.1.2 achieve sustained self-employment paid at the local rate for the type of work they are undertaking;
 - 3.1.3 transition from education to sustained Employment for Young People who wish to do so;
 - 3.1.4 maintain their skills and develop new ones in the areas of work that interest them;

- 3.1.5 maximise the benefits that information and communication technology may give in relation to Employment;
- 3.1.6 be enabled to access transport which meets their individual needs; and
- 3.1.7 achieve any additional outcomes contained in the Customers Care and Support Plan in relation to Employment Support.

4. **QUALITY STANDARDS**

- 4.1 The Supplier shall ensure that it can demonstrate achievement of the following quality standards:
 - 4.1.1 that Customer's strengths and needs are understood by all Supplier Personnel and are actively built on to maximise independence;
 - 4.1.2 that up to date policies procedures and processes that reflect national policy guidance standards and developments including on-going changes to employment law, equality law and the benefits system are in place at all times; and
 - 4.1.3 that the Supplier measures and assesses Customer and Employer satisfaction and is able to evidence how it has responded proportionately and appropriately to it.

5. **ELIGIBILITY**

- 5.1 The Supplier shall make the Employment Support Services available to Customers who are:
 - 5.1.1 identified as eligible for Services under the terms of Part 1 of this Schedule; or
 - 5.1.2 within the transitions process from the Authority's Children and Young Peoples' services and are referred by the Authority and/or an organisation authorised to act on its behalf (the Referrer).

6. **CHOICE AND DECISION MAKING**

- 6.1 The Supplier shall ensure that each Customer's right to exercise choice and control over their employment in the same way as any other aspect of their life is respected which may require the Supplier to:
 - 6.1.1 involve a Customer's Representative Independent Advocate or the Authority or Referrer in the Employment Support process;
 - 6.1.2 offer to explore alternative options with Customers such as if the type of job role desired is not available locally working with the Customer to understand the aspects that appeal to them and identify alternative roles that they may wish to consider;
 - 6.1.3 explain the choices that a Customer may need to make in relation to other aspects of their life in the same way as anyone else as a result of them seeking and/or achieving Employment and advise them regarding other available services or onward refer the Customer as appropriate;
 - 6.1.4 explain the consequences that particular choices may have on their employment or benefits to the Customer and/or their Carer as appropriate; and
 - 6.1.5 refer back to the Authority and/or an organisation authorised to act on its behalf if the Supplier is unable to meet the Customer's needs or Outcomes.

7. **CAPACITY PLANNING, MARKETING AND PUBLICITY**

- 7.1 The Supplier shall meet with the Authority not less than annually to review:

- 7.1.1 the outcomes achieved both in narrative form and contextualised within the overall number of Customers being supported to gain and retain Employment;
- 7.1.2 the number of Customers being supported the, cost volume and types of support that are being delivered and the geographical distribution and Protected Characteristics of Customers being supported;
- 7.1.3 anticipated future demand for the service; and
- 7.1.4 agree targets for the next period and any identified changes to the support required.

7.2 In order to respond to targets agreed with the Authority the Supplier shall undertake appropriate marketing and publicity activities with both potential employers and the wider community.

8. **EMPLOYER ENGAGEMENT**

8.1 The Supplier shall ensure that Employer engagement underpins the support that the Supplier gives to every Customer and is included in the rates charged by the Supplier for Employment Support Services as set out in Schedule 7.1 (Charges and Invoicing).

8.2 The Employment engagement activities which the Supplier shall delivered may include but are not be limited to:

- 8.2.1 liaising with the Authority's economic development function and Job Centre Plus to understand local employment patterns trends and changes to employment related benefits or support funding;
- 8.2.2 attending and participating in employer forums and meetings including local Chambers of Commerce;
- 8.2.3 working with individual Employers to promote the employment of people with learning disabilities;
- 8.2.4 making direct contact with Employers who are recruiting and/or developing sites of Employment in the area to identify opportunities for people with learning disabilities;
- 8.2.5 building contacts with a broad range of Employers in the area; and
- 8.2.6 building contacts with people who are self-employed and/or sole traders who are willing to offer informal support to people with learning disabilities who are interested in self-employment.

In relation to all the above activities the Supplier shall seek to proactively work with other suppliers to avoid waste resulting from duplication of effort.

9. **PROVIDING SUPPORT TO GAIN AND RETAIN EMPLOYMENT**

9.1 The Supplier shall at all times take a person centred approach in everything it does to support a Customer towards achieving Employment.

9.2 The Supplier shall not:

- 9.2.1 require Customers to complete any form of standardised or formal introductory course as part of the referral process or as any other type of arbitrary prerequisite before Employment Support is provided regardless of its relevance or the Customer's individual needs and Outcomes;
- 9.2.2 require Customers to agree to objectives such as a job with a minimum number of hours or in a specific sector before Employment Support is provided;

- 9.2.3 operate an inflexible structure of pre-determined time allocations such as a set number of hours per week per person and shall instead tailor the support to the individual Customer's needs and Outcomes varying it as necessary throughout the period in which Employment Support is provided;
 - 9.2.4 require Customers to attend any form of day service, Daytime Support activity or set courses as an entry point to or as part of the Employment Support process regardless of the relevance to the Customer their needs or Outcomes;
 - 9.2.5 direct Customers towards specific employment sectors unless there is clear desire from them to work in this type of role;
 - 9.2.6 exclude options including the potential for a mixture of employment and self employment, unless the Customer wishes to; and
 - 9.2.7 continue providing Employment Support to any Customer where it is no longer appropriate to do so.
- 9.3 The Supplier shall ensure that the Employment Support process it provides shall include five main elements that together support the Customer into Employment through an IPS model as follows:
- 9.3.1 an introduction to work;
 - 9.3.2 discovery;
 - 9.3.3 achieving Employment;
 - 9.3.4 starting Employment; and
 - 9.3.5 maintaining Employment.
- 9.4 The Supplier shall put and maintain in place processes such as Employer engagement that whilst contributing to Customer Outcomes may not be attributable to any one Customer's employment journey or Outcomes.
- 9.5 The Supplier shall ensure that all Employment Support is provided taking a person centred approach with the aim of maximising independence and supporting Customers to do things for themselves rather than long-term dependence on the Supplier.
- 9.6 The Supplier shall ensure that the introduction to work element referred to at Paragraph 9.3.1 provides the Customer with an introduction to what work is and the service that the Supplier offers so that the Customer can make an informed choice about whether it is right for them and the length of this element shall be determined by each Customer's individual needs.
- 9.7 The introduction to work element referred to at Paragraph 9.3.1 may include but not be limited to:
- 9.7.1 introducing Employment Support;
 - 9.7.2 introducing the Supplier and what it does and doesn't do;
 - 9.7.3 explaining the benefits of working;
 - 9.7.4 answering any questions that the Customer may have; and
 - 9.7.5 agreeing what happens next.
- 9.8 The Supplier shall ensure that the discovery element referred to at Paragraph 9.3.2 enables the Supplier in a person centred way to get to know the Customer their aspirations skills experience

and the type of work they are seeking and the length of the discovery element shall be determined by each Customer's individual needs.

9.9 The discovery process may include but not be limited to:

- 9.9.1 getting to know the Customer their likes, dislikes what they do and do not like to do, their skills, experience, goals and aspirations;
- 9.9.2 exploring what the Customer wants to do including whether they want to work for someone else or if they have an idea that would enable their self-employment;
- 9.9.3 understanding the structure of support that the Customer has around them including when and where its strengths and weaknesses lie;
- 9.9.4 with the Customer's consent talking to those involved in supporting them;
- 9.9.5 if self-employment is being considered by the Customer undertaking an initial viability check and supporting the Customer to understand the benefits, disbenefits and what it means to be self-employed;
- 9.9.6 developing a vocational profile and/or carrying out job analyses to understand the nature of the Customer's prospective employment or self-employment;
- 9.9.7 performing a "better off in work" calculation including where appropriate and where the Customer gives his or her consent to do so for the whole family; and
- 9.9.8 agreeing what happens next.

9.10 The Supplier shall ensure that the achieving Employment element referred to at Paragraph 9.3.3 supports the Customer towards achieving Employment which may include but not be limited to:

- 9.10.1 providing person centred support to the Customer in conjunction with the support structure around them towards a set of clear employment objectives;
- 9.10.2 providing support and guidance to enable the Customer to address any personal financial housing travel or caring barriers to achieving Employment;
- 9.10.3 if appropriate providing support to access relevant boundaried real work experience; and
- 9.10.4 where employment is being considered:
 - (a) actively supporting the Customer in intensive job search;
 - (b) providing support to Customers undertaking working interviews with their prospective Employer;
 - (c) actively engaging with prospective Employer to help them to "job carve" develop design or revise jobs that match the Customers skills talents and preferences;
 - (d) carrying out preparatory work with Employers to ensure that any pre-employment training they require to be undertaken is adjusted to take account of the Customer's communication needs;
 - (e) supporting the Customer to access any pre-employment training that may be required; and
 - (f) providing regular reports to the Customer and the Authority or the Referrer on the Customer's progress; and/or

9.10.5 where self-employment is being considered:

- (a) supporting the Customer to develop and finalise their business proposition;
- (b) identifying any support requirements for the Customer including both those that may be accessed from existing support structures and those that need further work to identify and/or which need to be factored into the business plan such as accountancy costs;
- (c) supporting or guiding the Customer to access local business support such as Chambers of Commerce where available;
- (d) supporting or guiding the Customer to access any external funding for training support materials or equipment that may be available;
- (e) supporting or guiding the Customer to identify and access any training that they may require having previously ensured that training models and materials meet the Customer's communication needs;
- (f) supporting the Customer in producing a business plan including a plan for launching the business and the first three months of operation;
- (g) providing regular reports to the Customer and the Authority or the Referrer on the Customer's progress; and
- (h) supporting the Customer to understand the implications and interface where a mix of employment and self employment is being considered.

9.11 The Supplier shall ensure that the starting Employment element referred to at Paragraph 9.3.4 supports the individual from the point of achieving employment or being ready to start their own business through to starting and settling into their job and this element may include but not be limited to:

9.11.1 where the Customer is seeking employment:

- (a) engaging with the Employer and observing the methods and culture of co-workers and identifying any implications for the Customer;
- (b) supporting the Customer to undertake any necessary pre-employment training such as travel training to where their Job is or shall be;
- (c) supporting the Customer to undertake any pre-employment checks such as a DBS check;
- (d) supporting the Customer to understand their working environment including what to wear, where they shall be physically working, hours, breaks and working culture;
- (e) supporting the Customer to undertake any required induction;
- (f) supporting the Employer where standards and requirements may need to be adapted in job specifications;
- (g) supporting the Employer to identify and access any available funding to make any reasonable adjustments that may need to be made to ensure the health safety and wellbeing of the Customer;
- (h) proactively engaging with and providing positive support to co-workers colleagues and managers including guiding and supporting them to training if required;

- (i) agreeing a plan for a minimum of the first 3 months including what to do if there is something that either the Customer or Employer needs to get advice about or discuss; and
- (j) providing regular reports to the Customer and the Authority or Referrer on progress; and/or

9.11.2 where the Customer is seeking self-employment:

- (a) supporting the Customer to launch and establish the business, including registering with Her Majesty's Revenue and Customs as self-employed;
- (b) supporting the Customer to identify whether they have the right support in place for their business to function and if not supporting them to access it (if available);
- (c) supporting the Customer to monitor progress towards the objectives identified for the first three months of operation;
- (d) supporting the Customer to identify objectives and support requirements for the following 6 months; and
- (e) providing regular reports to the Customer and the Authority or Referrer on the Customer's progress.

9.12 The Supplier shall ensure that the maintaining Employment element referred to at Paragraph 9.3.5 is only applied by exception where support to maintain Employment is not being funded through another route such as Access to Work or New Enterprise Allowance (or any applicable funding streams that supersede them) and shall ensure that external funding is sought immediately on the Customer gaining Employment and this element shall therefore only be provided to Customers:

9.12.1 on an individual short term basis such as where a Customer's Employment dependent on starting a Job before an Access to Work grant has been awarded; and

9.12.2 after the Supplier has obtained specific authorisation from the Authority or the Referrer which authorisation must be obtained before any commitment is made to provide a Customer with support to maintain Employment funded by the Authority.

9.13 Where the maintaining Employment element is authorised by the Authority under Paragraph 9.12 the Supplier shall ensure that the element is designed and delivered in such a way as to ensure that pre-existing or achieved Employment is sustained and to provide a gradual withdrawal of support towards either low level long term support provided by the Supplier or others or support only provided via a rapid re-entry route to the Employment Support Service following a crisis as described in Paragraph 10.

9.14 Where the maintaining Employment element is authorised by the Authority under Paragraph 9.12 the element may include but not be limited to:

9.14.1 regular meetings and/or telephone calls to the Customer and where appropriate the Employer;

9.14.2 identifying and where appropriate supporting the Customer to secure funding for long term support options including, where appropriate transitioning low-level pastoral support to non-specialist Suppliers and/or other support structures with rapid access to specialist advice if required;

9.14.3 supporting the Customer to monitor progress towards the objectives identified for the first six months; and

- 9.14.4 supporting the Customer to identify any further objectives and agreeing how they shall be monitored.

10. EMPLOYMENT CRISIS SUPPORT (URGENT SUPPORT)

- 10.1 The Supplier shall provide Employment Crisis Support as a specialist short term intervention to provide urgent support where a Customer is experiencing an employment crisis and once the initial intervention has taken place shall provide any further support required subject to the same being agreed with the Customer and/or the Authority or the Referrer as appropriate with the funding route dependent on the type of further support required.
- 10.2 The types of crisis that may be supported under this Paragraph 10 include but are not limited to support with:
 - 10.2.1 a sudden and unexpected change in the employment environment that destabilises a Customer's role or ability to perform it;
 - 10.2.2 receiving notification of redundancy;
 - 10.2.3 disciplinary action and/or dismissal; and
 - 10.2.4 workplace bullying.

11. TRAINING

- 11.1 The Supplier shall ensure that all Supplier Personnel supporting Customers have the behaviours and skills necessary to support Customers to successfully achieve and maintain employment and shall provide Supplier Personnel with an initial package of training to cover core Employment Support competencies including the IPS model and that those providing specialist support such as self-employment support or support to a Customer subject to a disciplinary process in their workplace are appropriately trained supported and mentored to ensure that the Customer receives a high quality personalised outcome focused service.
- 11.2 The Supplier shall ensure that all training provided the Supplier Personnel both internally and externally shall be regularly reviewed by the Supplier to ensure it continues to meet Customer and Authority expectations and best practice.
- 11.3 Unless already completed to the Supplier's satisfaction through another route such as a trusted partner organisation all initial training must be satisfactorily completed for each area of competence before a member of Supplier Personnel supports a Customer in this area.
- 11.4 The Supplier shall put in place an annual training plan which includes any on-going and/or refresher training.
- 11.5 The Supplier shall maintain a register of all training received and any relevant qualifications held by all members of Supplier Personnel.

12. FEES AND PAYMENT

- 12.1 The Supplier shall provide the Customer with an invoice for any Customer Contributions or any additional charges that may apply.

13. POLICIES AND GUIDANCE

- 13.1 The Supplier shall develop maintain and regularly review version controlled and dated policies and guidance in the following areas with support from the Authority and/or an organisation authorised to advise on its behalf:
 - 13.1.1 complaints;

- 13.1.2 confidentiality;
- 13.1.3 information sharing;
- 13.1.4 data protection;
- 13.1.5 Employer engagement;
- 13.1.6 lone working;
- 13.1.7 mentoring;
- 13.1.8 the Mental Capacity Act 2005;
- 13.1.9 conflicts of interest;
- 13.1.10 employment law;
- 13.1.11 boundaries of support provided;
- 13.1.12 equality and fairness for all;
- 13.1.13 "whistle blowing";
- 13.1.14 safeguarding of vulnerable adults including guidance on recognising and reporting abuse and what to do if there is an Incident or if abuse is identified; and
- 13.1.15 serious Incident recording and reporting.