

## Notes to Support the Spiders Diagram

The diagram illustrates 3 tiers of support that help 'workless people' move into employment. It shows graphically the key agencies the workless person might engage with at each stage, and how different partnerships address the various issues faced by the unemployed person at each tier.

### Tier One

The workless person may seek support to address issues or barriers to work with any of a number of key statutory or community agencies, in addition to help available through Jobcentre Plus. Some workless people on a long-term health related benefit, or who have had long-term caring responsibilities, do not readily access Jobcentre Plus services but prefer to engage initially with community organisations. These front line services are well-represented at the **Devon-wide Worklessness Group**.

For example, if a workless person has a housing need they may engage with housing advice; if they are a Young person they may engage with Connexions, Care Leavers service, Young Devon or Youth Offending; if they have an offending background they may engage with probation.

The workless person may have learning or training needs, a mental health issue, or have a learning disability in need of specialist support. There may also be a need for support relating to careers advice or financial and debt management. The list of issues and the list of possible agencies who offer support are illustrative and not exclusive.

**The important point is that whenever and wherever the workless person turns to front line services for help, the agency they engage with should deal with their immediate issue, but also broach the subject of employment, suggest that work could be part of the 'total' solution and sign post or take them to an appropriate source of support.**

The truth of the statement,

**'If worklessness is part of the problem then work is part of the solution'**

is endorsed by the National Offender Management Services [if an offender works they are less likely to re-offend] Mental Health Services [work can be part of the therapy], the Health and Social Care Services [the number one request from learning Disabled people is that they should have the opportunity to work], the debt and benefit advice services [these services can ensure correct benefit take up, but work could ensure maximum income] and earned income opens up increased housing options and so on.

## **Tier Two**

This tier of support includes Jobcentre Plus contracted provision, ESF provision, specialist support, community support and new and local initiatives to help people progress into work.

In this tier provision is more targeted and concentrates on removing the barrier or barriers that prevent the person working and preparing them for employment.

Invariably, the services in this tier will be funded to support workless people move towards work, or have a target to help a number or percentage of their customers into work.

The providers of provision, contracted and community support meet at **one of the 3 Workforce Development Groups [North Devon, Exeter and Heart of Devon and South Devon]**. They promote available opportunities and identify gaps in provision to support workless people into work.

## **Tier Three**

Agencies in tiers 1 and 2 prepare the workless person for work, but we need the commitment of employers and a wide variety of job opportunities to enable the workless person to become independent, to get off welfare benefits, and into sustained, paid work.

Most contracted providers have employers with whom they work and place unemployed people. Jobcentre Plus engages with thousands of employers to agree a level of service, depending on how much the employer will support our key aim of moving unemployed people into work. Our highest level of service is offered to employers who enter into a

**Local Employment Partnership.** The partnership is based on a simple deal; Jobcentre Plus and their partners prepare long term unemployed people for work, and employers with vacancies give them a fair shot at their jobs.

The relatively newly formed **Employment and Skills Boards**, which cover the same geographic areas as the Work Force Development Groups (i.e. Northern, Exeter and Heart of Devon, South Devon), are employer-led groups committed to identify the skills needs and to exploit local employment opportunities.

**Productive Skills for Devon** supports the work of the Workforce Development Groups and the Employment and Skills Boards. Identifying skills needs and promoting enterprise are also key to moving a workless person into work.

### **Concluding Remarks**

**The thread holding the web of agencies together is 'work'.**

At the centre of the web is the workless person, surrounded by agencies that can help the person move step by step towards and into sustained paid work.

To ensure as many workless people as possible progress to tier 3 and into work, we need all tier one agencies to be committed 'to sew the seeds of work' at all contacts with customers.

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