

**REPORT TO:** Employment, Learning & Skills and  
Community Policy & Performance Board

**DATE:** 24<sup>th</sup> September 2018

**REPORTING OFFICER:** Strategic Director, Enterprise, Community  
and Resources

**PORTFOLIO:** Economic Development

**SUBJECT:** DWP Work and Health Programme  
Contract Update

**WARDS:** Borough wide

## **1.0 PURPOSE OF THE REPORT**

1.1 To inform members that a report/presentation, providing an overview of the Department for Work & Pensions (DWP) Work and Health Programme contract currently being delivered by Halton People into Jobs, including contract implementation, delivery, progress and achievements to date will be tabled at the meeting of the 24<sup>th</sup> September 2018.

## **2.0 RECOMMENDATION: That**

1) Progress on the delivery of the Work and Health Programme is noted.

## **3.0 SUPPORTING INFORMATION**

### **3.1 Background information**

3.1.1 The WHP is the new contracted employment provision that will help persons who have a disability, the long-term unemployed (LTU) and specified disadvantaged groups to find sustained work. The WHP will target those who are most likely to benefit from the additional support of the programme.

3.1.2 In 2017 the DWP Work and Health Programme (WHP) contract was awarded to Ingeus for the North West Contract Package Area. Halton Borough Council/Halton People into Jobs were successful in being awarded a sub-contract agreement by Ingeus to 100% of the Work and Health Programme in Halton. A presentation will be delivered at the meeting of the 24<sup>th</sup> September to provide an update delivery since the contract went live on 27<sup>th</sup> November 2017.

3.1.3 The WHP will:

- Provide additional support that is distinct and additional to that available through Jobcentre Plus;

- Support current and future local plans for service integration for individuals who have multiple barriers to work and/or have a disability. DWP agreed, through the Government's Devolution Deal and City Deal process, to work with a number of combined authorities/city regions to ensure local priorities influence the design and delivery of WHP by co-designing the programme with those areas.

3.1.4 There are a number of Customer Service Standards that must be achieved within the contract i.e. Participant must be booked in for an initial appointment within 14 day of referral. Appendix 1 will be issued at the meeting on 24<sup>th</sup> September outlining the revised Customer Service Standards.

3.1.5 Performance indicators:

(a) Disability PI: 49.9% (referral to outcome)

(b) Early Access PI: 46.6% (referral to outcome)

(c) Long Term Unemployed (2yrs+) PI: 39.4% (referral to outcome)

The Earnings Performance Indicator is calculated by the Contracting Body/Ingeus in accordance with the HMRC PAYE Data.

3.1.6 Progress to date:

- Halton Borough Council/Ingeus completed a comprehensive 6 month mobilisation plan from contract 'go live' in November 2017
- The first participant started in December 2017. Referrals from Jobcentre plus were low in the last quarter but HBC/Ingeus/Jobcentre Plus are working closely together to improve the number and quality of referrals to the programme
- Referral to job start performance is improving with some excellent progression outcomes being achieved with participants that were far away from the labour market before engaging on the programme
- Partnership work, local integration and employer engagement activity are integral parts of the programme. The Key Workers and Health Trainer access a wide range of partner organisation and specialist services to progress participants and help remove barriers to employment

## **4.0 POLICY IMPLICATIONS**

4.1 The contract went live in November 2017. The contract will run for 7 years.

## **5.0 FINANCIAL IMPLICATIONS**

None

## **6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### **6.1 Children & Young People in Halton**

Some Work and Health Programme participants also engage with the Troubled Families project and the 2 projects complement each other in supporting local residents with a range of issues.

### **6.2 Employment, Learning & Skills in Halton**

Positive progress has been made within the first 9 months of the Work and Health Programme.

Excellent achievements have come out of delivery by Halton Borough Council moving long term unemployed people and/or individuals with health conditions back into work is a very positive outcome for the local economy.

Many of the individuals that have accessed the programme have also gained vital maths, English and employability skills along the way, in addition to sector specific qualifications such as Off Shore Survival, SIA licences, health trainer qualifications.

### **6.3 A Healthy Halton**

A high proportion of participants accessing the Work and Health Programme are likely to have a health condition including physical, mental health and/or have a learning disability.

Provision for supporting and signposting individuals with the above conditions has been well integrated into the Work and Health Programme delivery model in Halton.

Participants currently accessing the programme have been signposted to various health and wellbeing initiatives that are delivered by Halton Borough Council and other external agencies. Health Trainers from the Health Improvement Team deliver triage sessions and group sessions on site to participants.

### **6.4 A Safer Halton**

None.

### **6.5 Halton's Urban Renewal**

None.

## **7.0 RISK ANALYSIS**

7.1 As can be seen in the main body of the report, the management of the Work Programme contract has been meticulous and close monitoring both internal and external ensure any risks identified are carefully

mitigated, with clear action plans in place to address any underperformance, quality and compliance factors.

## **8.0 EQUALITY AND DIVERSITY ISSUES**

None.

## **9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

There are no background papers under the meaning of the Act.