

Customer Journey – support and gaps

	Registering unemployment / benefits advice	Initial support to enter work /self-employment	More bespoke IAG	Assessment of / removal of wider barriers	Pre-employment Training / Work Experience	Vocational Skills (unemployed and employed)	Employer engagement/jobs matching	In-work Support / mentoring	In work progression
<p>Young People:</p> <p>16 to 29</p>	<p>Owner: Jobcentre Plus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Process new claims Manage existing claims Support claimants to find work Hardship 	<p>Owner: Jobcentre Plus</p> <p>Funding Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> DWP Progression Coach offer Work Coach -Short interview approximately every two weeks for those out of work (length and frequency subject to individual needs within overall resource envelope) to assess barriers to work, support job search and refer to further support. Engagement in Youth Hubs New Enterprise Allowance – mentoring and an allowance to support self-employment Work and Health Programme (Day 1 disabled / disadvantage) Youth Obligation (18-21) Mentoring Circles (16-24) IPES Job Finder Contract (Serco) JET – Shaw Trust (13 - 26 WEEKS) RESTART – 52 weeks (commencing summer 2021) 	<p>Owner: NCS</p> <p>Funding Core/ Contract</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Free up to date, impartial advice and guidance on careers, skills and the labour market to anyone aged 13 years and upwards – telephone and web support Face to face support to develop a careers and skills action plan. Available through local contracts (Prospects) for those aged 18+ - priority groups are 18-24 NEETs, adults without a level 2 qualification, unemployed over 12 months, single parent with dependant living with them, SEN/disabled, 50+ unemployed or at risk of unemployment. Skills Assessment Furloughed / At risk support Find a course 	<p>Owner: Jobcentre Plus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Refer to DWP funded and other programmes to access support with specific barriers to work. To use DWP Flexible Support Fund to address barriers such as the need for interview clothing, etc. Work & Health Programme (Day 1 disadvantaged) New Employment Allowance IPES Money Advice (Day 1 disadvantaged) Access to Work JET – Shaw Trust (13 -26 weeks) 	<p>Owner: WMCA – AEB</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> SWAP's models funded through AEB in collaboration with JCP. Training can last up to 6 weeks and includes 3 main components – pre-employment training relevant to the needs of the business and sector, a work experience placement and a guaranteed job interview. 	<p>Owner: WMCA - AEB</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Adult Education Budget funds vocational training for adults both in work and out of work with a focus on regional priority sectors 19+. 	<p>Owner: Jobcentre Plus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Local employer advisors and national accounts with focus on recruitment support and links to SBWAs for claimants, particularly the more disadvantaged – support through disability confident scheme, etc. Work Trials DWP Find a Job site DWP Job Help site Rapid Response Service New Employment Allowance Kickstart <p>Local Authority</p> <ul style="list-style-type: none"> Engagement with statutory services such as business rates, planning, environmental health, procurement, etc. 	<p>Owner: Jobcentreplus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> JCP support for those in work on UC to increase their income. Rapid response to redundancy New Employment Allowance Work and Health Programme JET RESTART Commencing Summer 2021 	<p>Owner: WMCA</p> <p>Funding: Contract</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> AEB targeted at those in work Employment Support Programmes
<p>Further Support (Funding Limited)</p>	<p>Citizens Advice 'Help to Claim'</p> <p>Princes Trust</p> <p>Local Authority: Community Engagement via local projects (underpinned by</p>	<p>Colleges</p> <p>Local Authority Core offer</p> <p>Study Programme</p> <p>Traineeships</p>	<p>AEB 19+</p> <p>LA mainstream offers i.e. Walsall Works / THINK Sandwell / Dudley Skills Employment Adult Learning</p>	<p>LA mainstream offers i.e. Walsall Works / THINK Sandwell / Dudley Skills Employment Adult Learning</p>	<p>Colleges Offer</p> <p>Traineeships (16-24)</p> <p>LA Adult Education Service / Adult Community Learning</p>	<p>Apprenticeships</p> <p>DfE (Advanced Learner Loans)</p> <p>Loans available to those aged 19+ to fund a level 3-6 qualification at an approved</p>	<p>All Employment Support would liaise with employers in relation to job matching i.e. Wolves at Work, Walsall Works.</p> <p>There is also specialist matching for those</p>	<p>Thrive in Work</p> <p>Supported Internships</p> <p>AEB</p> <p>ESF 2.1 targeted at supporting SME's with</p>	<p>Apprenticeships</p> <p>New Enterprise Allowance</p> <p>ESF 2.1 targeted at supporting SME's with upskill staff and those at risk of redundancy i.e.</p>

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highlighted in Red)	<p>Core / AEB / ESF) often including community organisations:</p> <p>THINK SANDWELL / Coventry Job Shop 2018 – 2022. Targeting 15,000 engagements</p> <p>Local Authority – Tracking Teams</p> <p>Targeted Youth Employment Initiative (YEI) – Birmingham YPP targeting 16,610 engagements.</p> <p>Wolves at Workbox - Virtual engagement with jobseekers / employers / training</p> <p>ESF Provision (1.4) i.e. Solihull Employed for Success engaging with 2659 residents.</p> <p>BBO (ESF) Progress targeted at 15-24-year olds</p> <p>Housing Groups</p> <p>Teenage Parents Programme</p> <p>Violent Interrupters (WM Police funded outreach)</p> <p>Umbrella – Sexual Health for Young People</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>Youth Employment Platform</p> <p>Local Authority: Community Engagement via local projects (underpinned by Core / AEB / ESF) often including community organisations:</p> <p>THINK SANDWELL / Coventry Job Shop 2018 – 2022. Targeting 15,000 engagements</p> <p>Targeted Youth Employment Initiative (YEI) – i.e. Birmingham YPP targeting 16,610 engagements.</p> <p>Or Targeted ESF 1.2 delivery</p> <p>Wolves at Workbox - Virtual engagement with jobseekers / employers / training</p> <p>ESF Provision (1.4) i.e. Solihull Employed for Success engaging with 2659 residents.</p> <p>BBO (ESF Funded) – i.e. Coventry</p> <p>BBO: Routes (15-24)</p> <p>BBO (Succeed) 16+</p> <p>BBO Ambition</p> <p>WMCA Connecting Communities (not all areas)</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>ESF 1.2 / 1.3 / BBO / Connecting Communities 16+.</p> <p>All the above have IAG available through the customer IAG within their delivery models.</p> <p>Wolverhampton Connexions Service offer careers advice to Young People in schools and colleges</p>	<p>ESF 1.2 / 1.3 (Black Country Impact) / BBO / Connecting Communities 16+.</p> <p>All the above have Barrier removal as part of their offer.</p> <p>Mentoring Offer</p> <p>Adult Community Learning</p> <p>Coventry: Through Care – Virtual School (12-25)</p> <p>Coventry: Work Related Learning (10-19) – Alternative Education</p> <p>Black Country Talent Match</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>(WMCA / ESFA depending on geography)</p> <p>Princes Trust ‘Get Into’</p> <p>Work Experience generated from employment support projects i.e. Birmingham’s World of Work.</p>	<p>college or training provider in England.</p> <p>DfE (Apprenticeships)</p> <p>An apprenticeship is a job that combines practical training in a job with study. LA Adult Education Service (WMCA / ESFA depending on geography)</p> <p>New Employment Allowance</p> <p>Sandwell: Supported Internships across the council and wider businesses in a full range of sectors. Employment support to transition from Apprenticeship to employment.</p>	<p>disadvantaged in the labour market reflected in Walsall Employment Service.</p> <p>Traineeships</p> <p>Apprenticeships / Apprenticeship Levy</p>	<p>upskill staff and those at risk of redundancy i.e. Skills Support for the Workforce / Redundancy delivered by Serco</p> <p>Employment Support Contracts that support customers for specific retention periods i.e. Connecting Communities</p> <p>Post-employment support is offered via LA i.e. Wolves at Work and THINK Sandwell who support the initial stages of work.</p>	<p>Skills Support for the Workforce / Redundancy delivered by Serco</p> <p>Connecting Communities incentivising progressions.</p>

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Young People: 16 to 29 – GAPS	None currently Engagement of Young people (outside of JCP) largely dependent on Local Authority offer largely underpinned by ESF funding.	Core JCP offer is dependent on receipt of benefit Wider ESF offer is subject to eligibility and funding available.	Careers Advice offer not consistent Wider offer of IAG built into programme delivery but access is dependent on eligibility.	Reliance on DWP funded programmes focus on Youth Cohort - WHP is largely health focused. None JCP offer dependent on external funding, without which lack of alternative support. Limited core offer within some Local Authorities		Consistent approach to internship opportunities across the geography?	No consistent Regional Employer Offer / Account Management – Offers from LA / JCP / WMCA / Colleges / ITP's	There is no consistent in work support offer – this is dependent on benefit recipient status and contract outputs. Noted that limited service due to lack of funding.	No current core funded offer. Offer largely dependent on funding for alternative job focused support
Adult Offer: Rapid Response	Owner: Jobcentre Plus Funding: Core Summary of Activity Type: <ul style="list-style-type: none">Process new claimsManage existing claimsSupport claimants to find work	Owner: Jobcentre Plus Funding: Core Summary of Activity Type: <ul style="list-style-type: none">Work Coach -Short interview approximately every two weeks for those out of work (length and frequency subject to individual needs within overall resource envelope) to assess barriers to work, support job search and refer to further support.New Enterprise Allowance – mentoring and an allowance to support self-employmentWork and Health Programme (Day 1 disabled / disadvantage)JET – Shaw Trust (13 - 26 WEEKS)	Owner: NCS Funding: Core/ Contract Summary of Activity Type: <ul style="list-style-type: none">Free up to date, impartial advice and guidance on careers, skills and the labour market to anyone aged 13 years and upwards – telephone and web supportFace to face support to develop a careers and skills action plan. Available through local contracts (Prospects) for those aged 18+ - priority groups are 18-24 NEETs, adults without a level 2 qualification, unemployed over 12 months, single parent with dependant living with them, SEN/disabled, 50+ unemployed or at risk of unemployment.Skills AssessmentFurloughed / At risk supportFind a course	Owner: Jobcentre Plus Funding: Core Summary of Activity Type: <ul style="list-style-type: none">Refer to DWP funded and other programmes to access support with specific barriers to work.Fasttrack to Work and Health ProgrammeTo use DWP Flexible Support Fund to address barriers such as the need for interview clothing, etc.Intensive personalized support (DWP) delivered via Shaw TrustNew Employment AllowanceMoney Advice (Day 1 disadvantaged)Access to WorkJET – Shaw Trust (13 - 26 WEEKS)	Owner: WMCA – AEB Funding: Core Summary of Activity Type: <ul style="list-style-type: none">SWAPs models funded through AEB in collaboration with JCP.Training can last up to 6 weeks and includes 3 main components – pre-employment training relevant to the needs of the business and sector, a work experience placement and a guaranteed job interview.	Owner: WMCA - AEB Funding: Core Summary of Activity Type: <ul style="list-style-type: none">Adult Education Budget funds vocational training for adults both in work and out of work with a focus on regional priority sectors.	Owner: Jobcentre Plus Funding: Core Summary of Activity Type: <ul style="list-style-type: none">Local employer advisors and national accounts with focus on recruitment support and links to SBWAs for claimants, particularly the more disadvantaged – support through disability confident scheme, etc.Work TrialsDWP Find a Job siteDWP Job Help site Local Authority <ul style="list-style-type: none">Engagement with statutory services such as business rates, planning, environmental health, procurement, etc.	Owner: Jobcentreplus Funding: Core Summary of Activity Type: <ul style="list-style-type: none">JCP support for those in work on UC to increase their income.Rapid response to redundancyWHPNew Employment Allowance	Owner: WMCA Funding: Core Summary of Activity Type: <ul style="list-style-type: none">AEB targeted at those in workEmployment Support Programmes

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Further Support (Funding Limited highlighted in Red)	<p>Citizens Advice ‘Help to Claim’</p> <p>Local Authority: Community Engagement via local projects (underpinned by Core / AEB / ESF) often including community organisations:</p> <p>THINK SANDWELL / Coventry Job Shop 2018 – 2022. Targeting 15,000 engagements</p> <p>Wolves at Workbox - Virtual engagement with jobseekers / employers / training</p> <p>ESF Provision (1.4) i.e. Solihull Employed for Success engaging with 2659 residents.</p> <p>ESF 1.1 provision i.e. Birmingham’s Progression Pathways</p> <p>Housing Groups</p> <p>MI Friendly Cities – ERDF (For no UK nationals)</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>Colleges</p> <p>Local Authority: Employment support via local projects (underpinned by Core / AEB / ESF) often including community organisations:</p> <p>THINK SANDWELL / Coventry Job Shop 2018 – 2022. Targeting 15,000 engagements</p> <p>ESF 1.1 provision i.e. Birmingham’s Progression Pathways</p> <p>Wolves at Workbox - Virtual engagement with jobseekers / employers / training</p> <p>ESF Provision (1.4) i.e. Solihull Employed for Success engaging with 2659 residents.</p> <p>WMCA Connecting Communities (not all areas)</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>AEB 19+</p> <p>LA mainstream offers i.e. Walsall Works / THINK Sandwell / Dudley Skills Employment Adult Learning</p> <p>ESF 1.1 / 1.4 / BBO / Connecting Communities 16+.</p> <p>All the above have Barrier removal as part of their offer.</p> <p>Adult Community Learning</p> <p>AEB</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>LA mainstream offers i.e. Walsall Works / THINK Sandwell / Dudley Skills Employment Adult Learning</p> <p>ESF 1.1 / 1.4 / BBO / Connecting Communities 16+.</p> <p>All the above have Barrier removal as part of their offer.</p> <p>Adult Community Learning</p> <p>AEB</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>Colleges Offer</p> <p>LA Adult Education Service / Adult Community Learning (WMCA / ESFA depending on geography)</p> <p>Work Experience generated from employment support projects i.e. Birmingham’s World of Work.</p>	<p>Apprenticeships</p> <p>DfE (Advanced Learner Loans)</p> <ul style="list-style-type: none"> Loans available to those aged 19+ to fund a level 3-6 qualification at an approved college or training provider in England. <p>DfE (Apprenticeships)</p> <ul style="list-style-type: none"> An apprenticeship is a job that combines practical training in a job with study. New Employment Allowance <p>Sandwell: Supported Internships across the council and wider businesses in a full range of sectors. Employment support to transition from Apprenticeship to employment.</p>	<p>All Employment Support (ESF 1.1, 1.4) would liaise with employers in relation to job matching i.e. Wolves at Work, Walsall Works.</p> <p>There is also specialist matching for those disadvantaged in the labour market reflected in Walsall Employment Service.</p> <p>Apprenticeships / Apprenticeship Levy</p>	<p>Thrive in Work</p> <p>Supported Internships</p> <p>AEB</p> <p>ESF 2.1 targeted at supporting SME’s with upskill staff and those at risk of redundancy i.e. Skills Support for the Workforce / Redundancy delivered by Serco</p> <p>Employment Support Contracts that support customers for specific retention periods i.e. Connecting Communities</p> <p>Post-employment support is offered via LA i.e. Wolves at Work and THINK Sandwell who support the initial stages of work.</p>	<p>Apprenticeships</p> <p>New Enterprise Allowance</p> <p>ESF 2.1 targeted at supporting SME’s with upskill staff and those at risk of redundancy i.e. Skills Support for the Workforce / Redundancy delivered by Serco</p> <p>Connecting Communities incentivising progressions.</p>
Rapid Response Gaps	<p>None Currently.</p> <p>A significant amount of engagement is dependent on ESF funding including BBO.</p>	<p>Core JCP offer is dependent on individual being in receipt of benefit</p> <p>Wider ESF offer is subject to funding availability</p>	<p>Careers Advice offer not consistent</p>	<p>Reliance on DWP funded programmes and requirement to be in receipt of benefit</p>			<p>No consistent Regional Employer Offer / Account Management – Offers from LA / JCP / WMCA / Colleges / ITP’s</p>	<p>There is no consistent in work support offer – this is dependent on benefit recipient status and contract outputs.</p>	<p>No current core funded offer.</p> <p>Offer largely dependent on funding and employment support contracted KPI’s</p>

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	Placing offer at risk for particularly none benefit claimants.	Customers 6month+ unemployed have no mainstream support available. Gap between JET and RESTART						Noted that limited service due to lack of funding.	
Adult Offer: Complex Needs	<p>Owner: Jobcentre Plus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Process new claims Manage existing claims Support claimants to find work <p><u>DWP Visiting Team</u></p> <p>A visit can be arranged if an individual needs extra help to claim benefits, e.g. because they:</p> <ul style="list-style-type: none"> Have complex needs Are disabled Are a vulnerable young person making a claim for the first time <p>Have nobody else to support them</p> <p>Cannot claim benefits in any other way</p>	<p>Owner: Jobcentre Plus</p> <p>Funding Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Work Coach -Short interview approximately every two weeks for those out of work (length and frequency subject to individual needs within overall resource envelope) to assess barriers to work, support job search and refer to further support. Work and Health Programme New Enterprise Allowance – mentoring and an allowance to support self-employment DWP Intensive Employment Support Programme Disability Employment Adviser IPES Job Finder Contract (Serco) JET – Shaw Trust (13 - 26 WEEKS) RESTART – 52 weeks (commencing summer 2021) 	<p>Owner: NCS</p> <p>Funding Core/ Contract</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Free up to date, impartial advice and guidance on careers, skills and the labour market to anyone aged 13 years and upwards – telephone and web support Face to face support to develop a careers and skills action plan. Available through local contracts (Prospects) for those aged 18+ - priority groups are 18-24 NEETs, adults without a level 2 qualification, unemployed over 12 months, single parent with dependant living with them, SEN/disabled, 50+ unemployed or at risk of unemployment. 	<p>Owner: Jobcentre Plus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Refer to DWP funded and other programmes to access support with specific barriers to work. Work and Health Programme specifically designed for those with Complex needs To use DWP Flexible Support Fund to address barriers such as the need for interview clothing, etc. Access to Work DWP Intensive Employment Support Programme Intensive personalized support (DWP) delivered via Shaw Trust New Employment Allowance Money Advice (Day 1 disadvantaged) 	<p>Owner: WMCA – AEB</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> SWAP models funded through AEB in collaboration with JCP. Training can last up to 6 weeks and includes 3 main components – pre-employment training relevant to the needs of the business and sector, a work experience placement and a guaranteed job interview. 	<p>Owner: WMCA - AEB</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Adult Education Budget funds vocational training for adults both in work and out of work with a focus on regional priority sectors. 	<p>Owner: Jobcentre Plus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> Local employer advisors and national accounts with focus on recruitment support and links to SBWAs for claimants, particularly the more disadvantaged – support through disability confident scheme, etc. DWP Disability Confident Support DWP Fuller Working Lives support Work Trials DWP Find a Job site DWP Job Help site 	<p>Owner: Jobcentreplus</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> JCP support for those in work on UC to increase their income. Rapid response to redundancy WHP JET RESTART (Summer 2021) 	<p>Owner: WMCA</p> <p>Funding: Core</p> <p><u>Summary of Activity Type:</u></p> <ul style="list-style-type: none"> AEB targeted at those in work Employment Support Programmes depending on KPI's
Further Support (Funding Limited highlighted in Red)	<p>Citizens Advice 'Help to Claim'</p> <p>LA Support Teams i.e. Warwickshire Support Team (core funded) / Mental Health (IPS support)</p> <p>Local Authority: Community Engagement via local projects (underpinned by Core / AEB / ESF) often</p>	<p>Colleges</p> <p>Thrive into Work</p> <p>Specialist Support Programmes (MIND)</p> <p>Local Authority: Employment support via local projects (underpinned by Core / AEB / ESF) often including community organisations:</p>	<p>AEB 19+</p> <p>Thrive into Work</p> <p>LA mainstream offers i.e. Walsall Works / THINK Sandwell / Dudley Skills Employment Adult Learning</p> <p>ESF 1.1 / 1.4 / BBO / Connecting Communities 16+.</p> <p>ESF 1.1 / 1.4 / BBO / Connecting Communities 16+.</p>	<p>LA mainstream offers i.e. Walsall Works / THINK Sandwell / Dudley Skills Employment Adult Learning</p> <p>ESF 1.1 / 1.4 / BBO / Connecting Communities 16+.</p> <p>All the above have Barrier removal as part of their offer.</p>	<p>Colleges Offer</p> <p>LA Adult Education Service / Adult Community Learning (WMCA / ESFA depending on geography)</p> <p>Work Experience generated from employment support projects i.e. Birmingham's World of Work.</p>	<p>Apprenticeships</p> <p>DfE (Advanced Learner Loans)</p> <ul style="list-style-type: none"> Loans available to those aged 19+ to fund a level 3-6 qualification at an approved college or training provider in England. <p>DfE (Apprenticeships)</p>	<p>All Employment Support (ESF 1.1, 1.4) would liaise with employers in relation to job matching i.e. Wolves at Work, Walsall Works.</p> <p>There is also specialist matching for those disadvantaged in the labour market reflected in Walsall Employment Service.</p>	<p>Thrive in Work</p> <p>Supported Internships</p> <p>AEB</p> <p>ESF 2.1 targeted at supporting SME's with upskill staff and those at risk of redundancy i.e. Skills Support for the</p>	<p>Apprenticeships</p> <p>New Enterprise Allowance</p> <p>ESF 2.1 targeted at supporting SME's with upskill staff and those at risk of redundancy i.e. Skills Support for the Workforce / Redundancy delivered by Serco</p>

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	<p>including community organisations:</p> <p>THINK SANDWELL / Coventry Job Shop 2018 – 2022. Targeting 15,000 engagements</p> <p>Wolves at Workbox - Virtual engagement with jobseekers / employers / training</p> <p>Learning Communities (Wolverhampton) Delivered VCS Community / Birmingham PURE placing vulnerable residents into employment.</p> <p>ESF Provision (1.4) i.e. Solihull Employed for Success engaging with 2659 residents.</p> <p>Housing Groups</p> <p>MI Friendly Cities – ERDF (For no UK nationals)</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>THINK SANDWELL / Coventry Job Shop 2018 – 2022. Targeting 15,000 engagements. This includes specialist support for those disadvantaged i.e.</p> <p>Coventry Job shop Disability Employment Service (Core / ESF funded) and Warwickshire Mental Health Support</p> <p>ESF 1.1 provision i.e. Birmingham’s Progression Pathways</p> <p>Wolves at Workbox - Virtual engagement with jobseekers / employers / training</p> <p>ESF Provision (1.4) i.e. Solihull Employed for Success engaging with 2659 residents.</p> <p>WMCA Connecting Communities (not all areas)</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>All the above have IAG available through the customer IAG within their delivery models.</p>	<p>Thrive into Work</p> <p>Adult Community Learning</p> <p>AEB</p> <p>Specialist LA support: THINK Sandwell – Specialist Employment Team</p> <p>MI Friendly Cities – ERDF</p> <p>IGNITE Languages / Employability for new Migrants DCLG</p>	<p>Specialist LA support i.e.: THINK Sandwell – Specialist Employment Team</p>	<ul style="list-style-type: none"> An apprenticeship is a job that combines practical training in a job with study. New Employment Allowance <p>Sandwell: Supported Internships across the council and wider businesses in a full range of sectors. Employment support to transition from Apprenticeship to employment.</p> <p>Adult Community Learning</p>	<p>Apprenticeships / Apprenticeship Levy</p> <p>Local Authority</p> <p>Engagement with statutory services such as business rates, planning, environmental health, procurement, etc.</p>	<p>Workforce / Redundancy delivered by Serco</p> <p>Employment Support Contracts that support customers for specific retention periods i.e. Connecting Communities</p> <p>Post-employment support is offered via LA i.e. Wolves at Work and THINK Sandwell who support the initial stages of work with specialist employer retention service.</p>	<p>Connecting Communities incentivising progressions</p>
Complex Needs Gaps	<p>None. Though current engagement is largely funding reliant.</p>	<p>Core JCP offer is dependent on receipt of benefit</p> <p>Wider ESF offer is subject to eligibility and regional availability</p> <p>Specialist Support is both Funding and Scope Limited</p>	<p>Careers Advice offer not consistent</p> <p>Wider offer of IAG built into programme delivery.</p>	<p>There is specialist support available but necessarily wrap around support throughout the journey to remove barriers.</p>			<p>No consistent Regional Employer Offer / Account Management – Offers from LA / JCP / WMCA / Colleges / ITP’s</p>	<p>There is no consistent in work support offer – this is dependent on benefit recipient status and contract outputs.</p> <p>Noted that limited service due to lack of funding.</p>	<p>No current core funded offer.</p> <p>Offer largely dependent on funding modelling.</p>