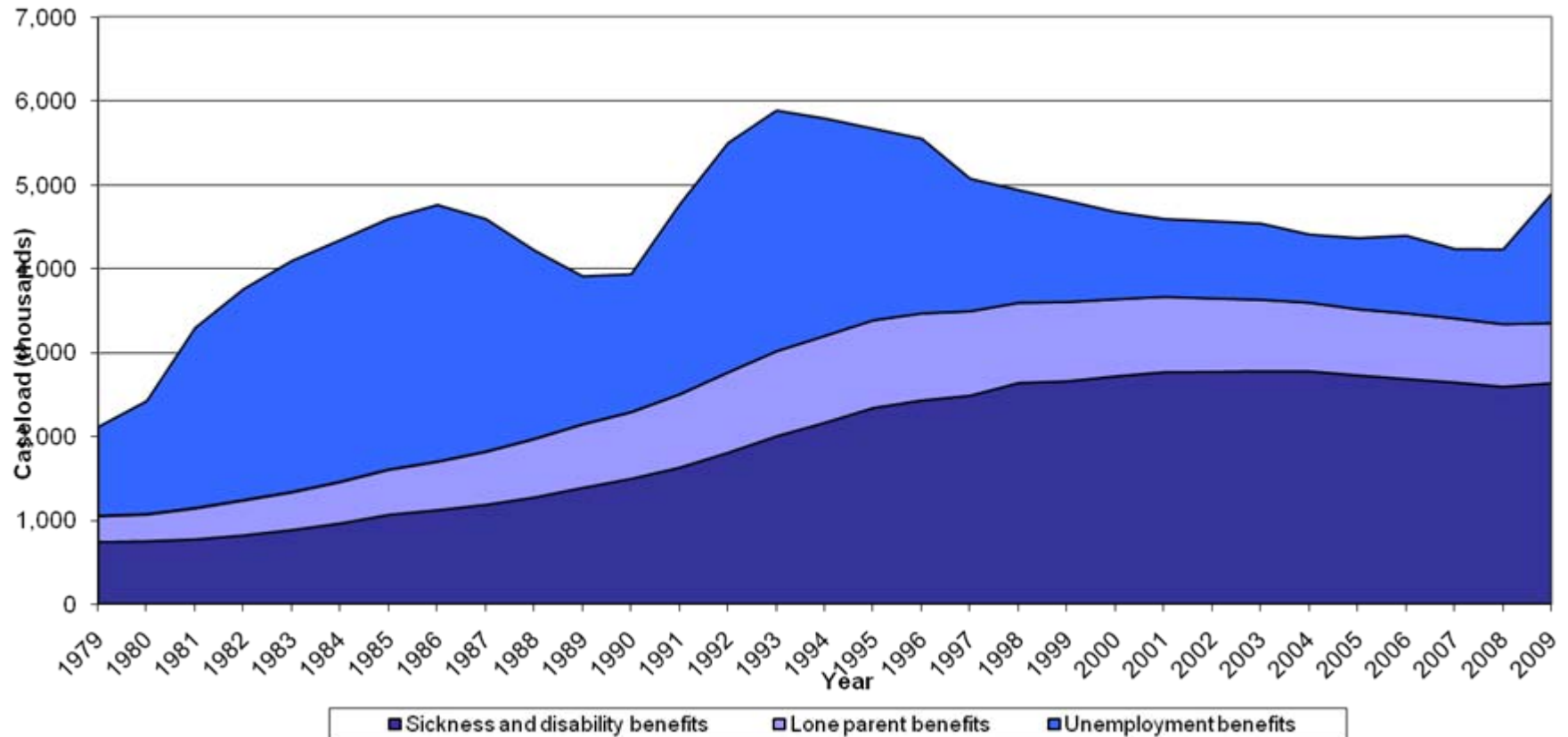
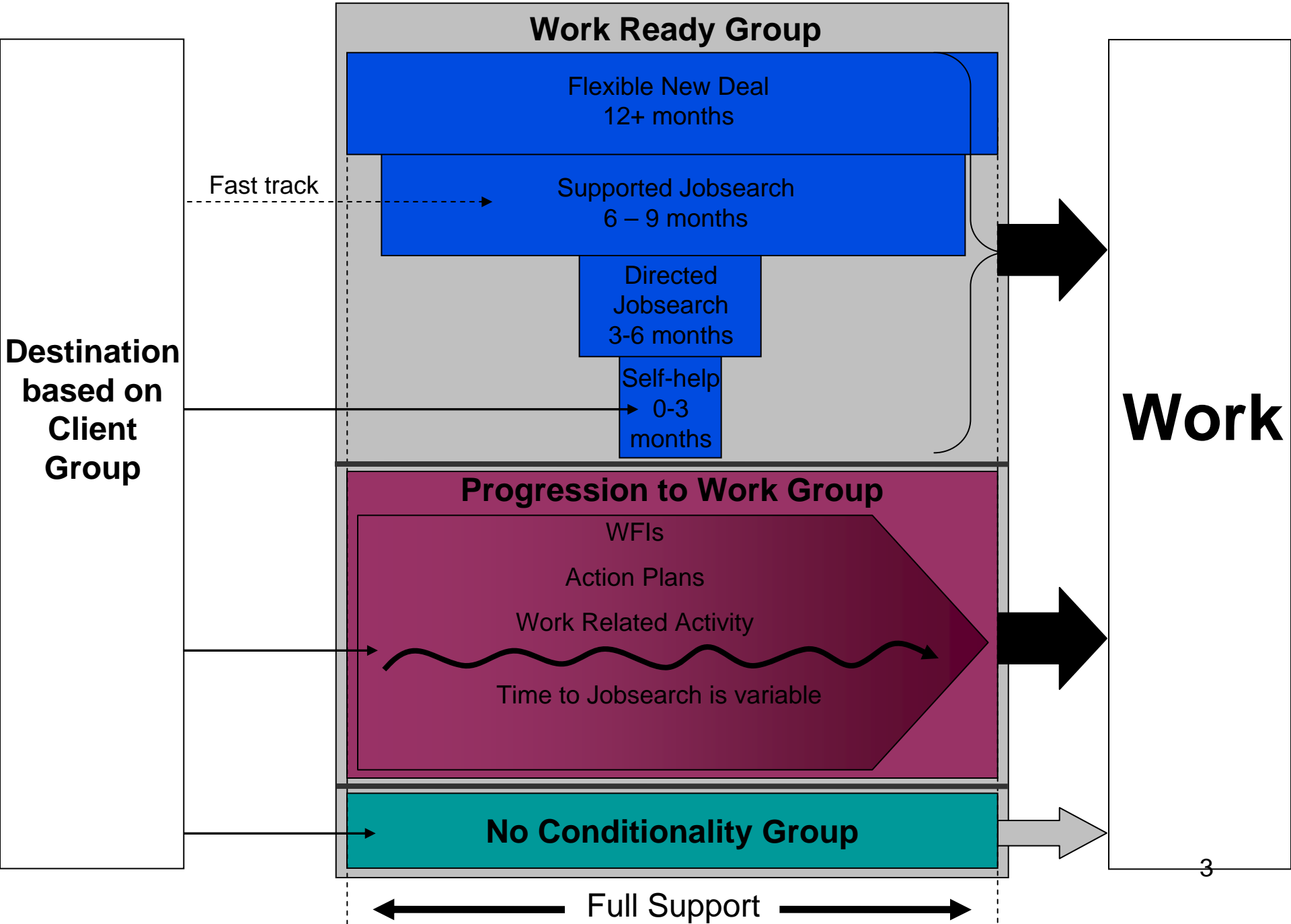


Personalised Support in Welfare and Social Services

**Professor Paul Gregg
Centre for Market and Public
Organisation
University of Bristol**

UK: Numbers on Major Benefits





Work Ready - Flexible New Deal

- Work First approach – job search central
- Requirement to take specific jobs and no right of return
- A duration based timeline
- Very limited support available till 1 years duration
- Requirements common to all and monitored
- Little contact post-job entry

Those Not Job Ready

- Multiple domains of disadvantage and barriers to work
- Highly diverse set of service contact and issues
- Own experience very insightful/valuable
- Many jobs will not be suitable
- Variable conditions make ability to sustain job uncertain
- Many people will need adaption and on-going support

Those Not Job Ready: Progression to Work group

- Long-term approach to return to work
- Via a highly flexible co-owned route back to work
- A personalised timeline – not duration based
- Adviser/claimant relationship is central
- Tailored to their capability and built around their circumstances
- Work Focused Interviews, Action Plans and Work Related Activity are fundamental
- Link-up with effective support
- No requirement to take specific jobs and right of return

Those Not Job Ready: Related UK Initiatives

- Personalised approaches with co-ownership of Action Plans
- Adults at Risk of Chronic Exclusion (ACE) pilots, multidimensional intervention for groups such as homeless – separate agency rather than multiagency working
- Perkins Review of Mental Health and Work – embedding Key Worker inside Community Mental Health Services to aid entry and maintenance of employment

Those Not Job Ready: International Evidence

- Personalised approaches with co-ownership of Action Plans
- Dutch – Individual Re-Integration Account (IRO) for Sick/Disabled
- Norwegian Qualification Benefit – long-term Social Assistance recipients
- Integration of Welfare, Employment and Social Services into single agency – NAV offices
- Government run without outcome related payments
- Imbedded in Individual Action Plan covering health, education services as well.

Who is in each group now?

JSA group

- JSA claimants
- Lone parents and partners with youngest child aged 7 and over
- Disadvantaged groups with Substantial barriers to work
- Many who will not secure ESA as a result of tight WCA test criteria

Progression to Work group

- ESA claimants
- Lone parents and partners with youngest child aged 3-7

No Conditionality group

- ESA Support Group
- Carers
- Lone parents and partners with youngest child aged under 9

Next Step Issues

- Testing the boundaries / Profiling
- Multi-client contracts vs Specialisation
- Single Working Age Benefit
- Escalator funding model

Wider Discussion

Wider Development of Personalised Support
social services, health services, education

Generally focus on those with multiple/complex
needs

Multiple models -

- Advocacy/Lead Professional
- Budget holding/budget flexibility
- E.g. Family Nurse Partnership, Advocacy model for Adults with Learning Disabilities and Personal budgets of disabled

Until recently lacking in Welfare Benefits setting

Wider Discussion

Problems -

- Multiple Agency Collaboration
- Three operating arenas
 1. Wider Support
 2. Job Search/Entry
 3. Job retention and Progression
- Outcome related Funding – competing objectives
- Targeting vs Generalised models
- Evidence of effectiveness alternative models