

The following guidance has been developed to assist Service Providers who will be supporting Customers through provision of high quality employment support to progress towards and into sustained employment.

Work Able Scotland is mapped across all stages of the Scottish Government - Strategic Skills Pipeline Framework (SSP) and the aim is to provide a flexible, tailored, case managed package of employment support for Employment and Support Allowance (ESA) and Universal Credit (UC) benefit recipients who want to work and require support to progress towards and into sustained employment.

The Action Plan

The Action Plan is an agreement between the Customer and the Service Provider. The Action Plan is a working document and should include the following:

- Completion of a high quality initial assessment
- Identification and recording of Customer strengths
- Detail start date, the Customer's anticipated leaving date (52 weeks after start date) and actual end date (when appropriate), and work experience plans (including the expected pattern of attendance on work experience).
- Establishment and agreement of clear goals and aspirations in the short, medium and long term
- Development of realistic and measurable activities to support progression into work
- Better off (in work) calculations
- Identified training interventions and/or health related support
- Evidence of the 'distance travelled', progress towards goals and achievement of goals
- Updated with formal reviews and any agreed changes

The Action Plan must be drawn up, agreed and signed by the Customer and the Service Provider within the 28 calendar days following the Customer's start date.

Section 1 – Service Provider details

This section should be completed with the Service Provider's full details including contact name, address, email, telephone number. A Case Manager within the Service Provider should be identified.

Section 2 – Customer Details

This section should be completed with the customer's full details and NI number.

Section 3 – Programme duration, hours and attendance pattern

This section should be completed with programme dates, duration and patterns of attendance. Dates should be inserted for completion of induction, initial assessment, completion of plan, and achievement of job outcome.

Section 4 – Initial Assessment

This section should detail the findings from the initial assessment that is focussed on the life circumstances of individual Customers, soft skills, employability skills, core skills and an appropriate health related assessment. Details should also be provided on the tools used.

Information should be recorded under the following headings:

- Health and Wellbeing
- Personal and social development
- Core skills
- Work related learning skills
- Enterprise Education
- Customer Strengths
- Career Management Skills

Other relevant learning/experience should also be recorded.

Section 5 – Agreed goals

This section should record short, medium and long term goals to address identified needs from the initial assessment. Please detail realistic and measurable activities and actions to meet identified goals. Goals/actions should be recorded under the following headings:

- Health and Wellbeing
- Personal and social development
- Core skills
- Work related learning skills
- Enterprise Education
- Career Management Skills

Types of activities may include:

- ongoing coaching engagement
- develop individually tailored action plans to identify support required to address social and health barriers
- identify and refer as appropriate to other services which support progress towards work and tackle barriers which may or may not be employability related
- review and update the Customer Action Plan, discussing progress and agreeing future activities and actions

- develop individually tailored vocational guidance and action planning to help identify and address skills barriers
- identifying access to appropriate remedial health support
- attendance and completion of agreed work related learning and work based learning interventions outlined in the action plan in relation to personal development, core skills, enterprise education and work focused skills (including work experience)
- providing job search support – advice, job matching of Customers to identified vacancies, active sourcing of suitable jobs, digital job search skills, job placements and advising Customers of local labour market opportunities
- providing job application support – including managing disclosure of health information, CV and interview preparation, skills development and employer support if needed;
- providing labour market advice and support including:
 - promoting in work benefits;
 - assisting with tax credit applications;
 - budgeting support to manage finances into and sustaining work
 - close working with employers and Customers to help them see beyond perceptions of a person's health issues and help them focus on abilities and strengths

Section 6 – Work Related Learning

Please include name and address of employer, industry sector, eg childcare, construction and job role. Please indicate date Health and Safety Check completed. Please include a description of the duties which the Customer will undertake during work experience. Please detail the agreed pattern of attendance on work experience, eg one day per week (Thursdays) working 9.30 am – 4.30 pm.

This section should be kept updated with changes to employer/work patterns etc.

Section 7 - Declaration of agreement

The Customer and the Service Provider are to sign declaration and understanding of Action Plan. This should be agreed within the 28 calendar days following the Customer's start date.

The Customer should sign if they are in receipt of travel expenses paid by Service Provider.

Section 8 – Customer Reviews

Dates of review and progress towards goals should be detailed and any agreed changes to the Action Plan. The Service Provider will conduct a formal review with the Customer at a minimum of 4-weekly periods.

Customer and Service Provider must sign and date review completed and changes/actions agreed. This review page can be photocopied for more use as required.

4-weekly reviews should continue with the Customer when they progress in to a job to identify any support required to sustain.

Section 9 – Additional information

Please detail any further relevant information.

Section 10 – Declaration of Completion

This section should be completed once the Customer has participated in the Work Able Scotland programme.