

## WELCOME...

eATA (European Association for the Treatment of Addiction) is pleased to present our latest instalment of our bi-monthly publication, 'the Difference'. This e-bulletin demonstrates how eATA member organisations are exhibiting best practice and achieving successful treatment outcomes. Our forth issue entitled 'Employment and Employability' encompasses stories written by our member organisations, with an additional article on the Work Programme written by eATA.

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## Employment & Employability



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# THE WORK PROGRAMME

In October the Spending Review announced confirmation that the Department for Work and Pensions (DWP) was committed to reform and as part of this reform was to be the introduction of the Work Programme.

The Work Programme represents a radical shift for Welfare to Work by creating a structure that in theory treats people as individuals and allows providers greater freedom to tailor the right support to the individual needs of each customer.

It has replaced previous programmes for unemployed people.

The Work Programme aims to ensure good value for money for the taxpayer by basing payments largely on results, and paying providers from the benefits saved from getting people into work. It is very much a partnership between Government and providers from across the public, private and third sectors - including social enterprises.

As previously mentioned the Work Programme will operate a payment by results mechanism whereby providers receive an initial attachment fee, followed by a provider job outcome fee and monthly sustainment fee over a two-year period whilst the said client remains in work. The period of time for clients to be put on to work programme varies on the type of benefit being claimed i.e. those on ESA can put themselves on voluntarily whilst those who are on JSA and are seriously disadvantaged in the labour



market will only have 3 month period before they go on to the work programme. In order to address cherry-picking providers will receive a bigger attachment fee and bonus for more challenging clients.

Delivery will occur in each area as soon as implementation plans allow.

Universal credit is likely to be introduced part way through the Work Programme Contracts and together they will aim to deliver a flexible and innovative regime to support people back into work.

## Who will have access to the Work Programme?

- JSA 25+
- JSA 18 -24
- JSA facing significant disadvantage (e.g. young people with significant barriers, NEETs, ex-offenders)
- All ESA
- ESA (income related) in Work Related Activity Group

## What happens to those not included in the Work Programme?

More flexible advisory service from Jobcentre Plus, giving local offices more control and allowing them to deliver in a way that is responsive to local needs.

Jobcentre Plus will help people to volunteer, do work experience or take advantage of peer-to-peer support, before they enter work programme.

Work Clubs – encourages people who are out of work to exchange skills and share experiences. *Work Together* allows people to develop skills through volunteering.

Work Choice – for disabled people with significant employment support needs running alongside the Work Programme.

Attachment fee: when a customer starts on the programme. Payable to providers on in the early years of the contract to assist with initial service delivery costs. It will reduce over the first 3 years of the contract and is nil by the start of year 4.

A job outcome fee: designed to reward providers for getting as many customers as possible into work. Maximum job outcome fee will be fixed over the life of the contract for most groups of customers.

Sustainment fees: will be paid to the provider whilst they keep a customer in work.



## Working in partnership

Prime providers will need to work with a broad range of sub-contractors and local partners, including those from voluntary sector and substance misuse treatment providers.

There will be at least two prime providers in any given area – a list of which can be found by [clicking here](#).

To read more on the Work Programme [click here](#).

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# Phoenix Futures – Service user qualification pilot

At Phoenix Futures we see recovery as more than just abstinence from drugs or alcohol. It's about building a meaningful and productive life in the community. Developing their education and employment skills can be key in enabling our service users to reintegrate back into society and contribute to their local community.

We have developed and piloted a Core Personal Development Skills qualification in our Barnsley Widening Horizons Service and an employability skills qualification in our Birmingham Community Rehabilitation Services which is delivered with additional input from an employability expert from the Next Step Programme. Both qualifications are run in partnership with the National Open College Network and on completion our service users gain a Level 2 qualification which will give them entry to college courses.

The qualifications link in closely with the 12 week programmes we already run, with minimal impact on the therapeutic programme, but allowing our service users to build on their existing life skills and work experience and gain a nationally recognised qualification. Following completion of all the units, the work is verified and our service users are presented with their Level 2 certificates in a graduation ceremony.



From April 2009 - March 2011, 125 people completed our structured day programme in Birmingham with 60% going into either education or employment after completing the programme.

Service user Tony has gained his Level 2 NOCN in Employability and commented, "I found the experience doing the qualification very valuable. I've learnt a lot about myself and my strengths. I have learnt about different types of prejudice and discrimination and how this impacts on the individual and society. I know how to fill in job application forms, write a CV and cover letter and have gained valuable interview skills and practice, amongst other things. I think this course should be offered to all service users, to help them move on in life. I feel that the qualification will help in the long-term in me getting a paid job in the environment that I want to work in. I want to be a support worker."

Building on this success we will be starting a pilot for a conservation qualification in Glasgow in September and a mentoring qualification in our prison services.

To contact Phoenix Futures:

<http://www.phoenix-futures.org.uk/contact>

# WDP- Giving Something Back

Giving Something Back (GSB) is WDP's Supported Volunteering and Peer Advocacy Programme. It is an Education, Training and Employment (ETE) project aimed at former clients who are in the final stages of their recovery journey and face significant barriers to moving into employment and re-integrating into the community.

The project received a three year grant from the Big Lottery Fund and is currently being delivered in Barnet and Enfield. The service will extend to other London regions over the coming years.

The Giving Something Back project has two tiers. Tier one provides the opportunity to 'give something back' through training and support that will enable clients to engage in a range of volunteering opportunities with local charities and develop employability and life skills. Tier two aims to inspire and support current service users through Peer Advocacy.


So far about 70% of clients who took part in the first stage of the programme are now volunteering in either homeless or mental health projects, administration, youth projects or hospitals. Many clients secured voluntary placements within the

first month of receiving support from the Giving Something Back team.

The remaining clients have sent off applications and are waiting for a response. Feedback from participants suggests that the training and support we offer to the volunteers are an essential part of them being offered such high quality placements.

Our provision is evidence based. The design of the programme is based on research into 'what works' in employability projects. As the project progresses we are collecting a wealth of data, both qualitative and quantitative. Breadth of data will enable us to show *how* the service works to help our clients.

To date the project has received a great amount of positive feedback from clients, with one individual saying "I have learnt that I can really go places & positively influence others" and another sharing with the team "I learnt that I need to draw a line under my past and move on...I now have a CV!"



Overall, the 'Giving Something Back' Programme has 10 Key Objectives, we aim to:

- Increase employability and act as a stepping stone to paid work.
- Enhance social and life skills.
- Help clients improve their own quality of life and prospects by helping others.
- Reduce social isolation.
- Build confidence and resilience to increase the capacity to overcome hurdles to getting paid work/re-integrating into the community.
- Enable peer support.
- Gain an experience of self-efficacy through the programme, this being readily transferable to daily life.
- Reduce the likelihood of relapse by giving clients structure, hope, motivation, etc.
- Increase the range of treatment options to clients who are in the 'after-care' stage of treatment, or who have left treatment.
- Through Peer Advocacy, increase the capacity of the service to offer support to clients, and increase the range of interventions possible, e.g. escorting to a residential rehab. ■

To find out more about the Giving Something Back project, visit the WDP website <http://www.wdp-drugs.org.uk/pages/supported-volunteering-advocacy-mentoring.html> and <http://www.wdp-drugs.org.uk/news.php/6/wdp-wins-big-lottery-funding>