

Making Pre Employment Training Work – 30th September 2009

Workshop 2

Option D : The nextstep client journey: from JCP referral to accessing provision

Learn about the nextstep offer and how JCP and nextstep are working together (IES). Suitable for all.

Presenter: Julia Valentine, VT Enterprise Regional IES Project Manager
With contributions from nextstep service colleagues, LSC and JCP partners.

Aims of this workshop:

- 1. To explain** what IES (Integrated Employment and Skills service) is, and what this means for the way that JCP and nextstep work together?
2. By describing the service as delivered in the non trial area of the Surrey & Sussex district to explore how the IES service can support the signposting and referral of customers to PET provision.

Introduction - What is IES? What does it mean for the way that JCP and nextstep work together?

[Refer to Basically...IES. Leaflet, & Powerpoint Handout, and updated South East IES Briefing pack for “non trial” areas including IES flyer].

Description of the service - covering:

who the clients are;
what services nextstep provides;
when IES was introduced in the South East;
outline of HloW trial and then timescale of roll-out in non trial areas.

Focus on a typical client journey which could include an IES referral from JCP and the usual routes in to the service.

[Refer to Customer Journey handout or use a case-study e.g a completed Skills Action Plan tbc. Engage participants in small group or whole group discussion- depending on number of workshop participants]

Discussion / feedback will emphasise the signposting/referrals to PET provision including any good practice in working with providers on this, or any barriers to making referrals. Also, any common themes in the types of provision that nextstep clients need.

[Clare Ballard and Alex Borg- nextstep Team Leaders, Jan Page-Service Development Co-ordinator, Viv Ottaway and Mike Burgess - Surrey& Sussex LSC and JCP partners to support / facilitate group discussion. Viv may bring latest version of Surrey /Sussex “Referral Triangle” PET Referral Model]