

WELFARE REFORM COMMITTEE
THE FUTURE DELIVERY OF SOCIAL SECURITY IN SCOTLAND
WRITTEN SUBMISSION RECEIVED FROM INGEUS

The Work Programme

Introduction

Ingeus is a leading provider of employment support, language learning, skills training and offender rehabilitation services to the Department of Work and Pensions, Ministry of Justice and the Department of Employment and Learning of the Northern Ireland Government.

The Ingeus group evolved from a small rehabilitation company that commenced operations in Australia in 1989. The company now employs more than 4,000 people in over 150 offices internationally.

In Scotland, Ingeus started delivering services for people on health-related conditions and disabilities under the Pathways to Work programme in Edinburgh, Lothian & Borders in 2007. Subsequently, we delivered the Flexible New Deal programme for mainstream long term unemployed (LTU) jobseekers across Southern Scotland.

Currently, Ingeus delivers two contracts for the Department of Work and Pensions:

1. Work Programme – since May 2011, our network of local and specialist partner organisations from the third, private and public sectors (including WEA Scotland, Third Sector Hebrides, Lennox Partnership, LAMH Recycling, LifeSKILLS Centres), have supported LTU jobseekers from over 30 locations across Scotland.

Over the first four years of the Work Programme, 86,470 LTU jobseekers have been referred to Ingeus in Scotland. We have assisted over 35,000 (40%) into work, of which so far nearly 21,000 (24.3%) have sustained employment for more than three or six months dependent upon benefit type.

2. English Language Requirement, in partnership with WEA Scotland, Dumfries & Galloway College and Argyll College, commenced December 2014 - helping learners to progress not only in terms of their confidence in English, but also by creating the opportunity for them to succeed in future work.

Summary

- Ingeus values customer feedback to ensure we offer the best service possible
- Our annual client survey gave a customer satisfaction level of 85.8%
- Research into client views in Scotland is being carried out by independent researchers
- The findings of this research will be made available to the Committee
- The findings will influence future service design

Client Feedback on the Work Programme

Ingeus believes that client feedback is essential in developing service excellence, improving service design and gaining a deeper understanding of our clients and their experience on the Work Programme.

Our National Employment Team, which includes a dedicated Customer Insight Team has responsibility for:

- conducting regular client feedback research;
- undertaking periodical in-depth studies, for example, into the experiences of clients on Employment Support Allowance on the Work Programme;
- organising an annual client survey; and
- analysing client complaints received.

An example of internal client engagement has been focus group work with young people aged 18 to 24 to evaluate what works for them and how services can be enhanced at this moment. This is being carried out throughout local offices in Scotland.

Client Engagement in Future Programmes

Ingeus has recently commissioned the Rocket Science consultancy to undertake research into the views of current and past clients of the Work Programme about what works and what could be improved in terms of the future employment support.

Rocket Science have been successfully awarded the contract to analyse the submissions to the Scottish Government's consultation on the future delivery of employment support programmes commissioned from 2017 onwards.

Our complementary research will be submitted to the Scottish Government's fair work directorate for consideration and as soon as the findings are finalised, they will be made available to the Committee at the earliest opportunity.

Further Work and Information

As part of our commitment to continuous improvement and client engagement, Ingeus would be happy to assist the Committee's inquiry by:

- Facilitating engagement with current and previous clients referred to Ingeus' delivery of the Work Programme in Scotland;
- Sharing the conclusion of current research findings as they arise in the coming