

Evaluation Report

Supported
Employment Pilot

January 2025

Supported Employment Pilot

Over a six-month period in 2023-24 Triage self-funded a Supported Employment Pilot in Middlesbrough. We wanted to offer more intensive support, using the five stage model to people with learning difficulties, neurodiversity, mental ill health and/or long-term health conditions. We worked with participants who were on our caseload but had not been successful in entering employment.



In the context of the disability employment gap and the increasing numbers of people out of work with long term health conditions, Triage wanted to test what we could do to improve the job prospects of our participants.

We provided weekly 1:1 support with additional group sessions to boost confidence and work readiness and to understand individual strengths and aspirations.

Triage built on our experience of delivering Work and Health Programme (WHP) Pioneer, supported employment programmes in Scotland, our extensive partnership working and employer engagement in Tees Valley and our knowledge of the Supported Employment Quality Framework via our membership of the British Association of Supported Employment (BASE).

Supported employment methodology

One Key Worker supported 22 participants, split into two caseloads, with each participant receiving support for 12 weeks.

1 Initial engagement

Sessions held within one week of referral to provide information to participants and gain buy-in for weekly 1:1 meetings.

92% of referrals completed our Supported Employment Pilot.

2 Vocational profile

Developed with each participant to identify their barriers, support requirements and strengths.

A focus on getting to know the individual and their transferable skills, enabling people to look beyond their disability or health condition to focus on what they can do.

3 Employer engagement

We utilised our local labour market intelligence to identify suitable employers and articulated a business case for employing people with disabilities or health conditions, with support from Triage.

This stage aimed to educate employers on the benefits of employing a diverse workforce,

building on our Disability Confident Leader status and ensuring the employer is aware of other sources of support e.g. Access to Work.

4 Job matching

Triage continued working closely with participants and employers to obtain the best job match, with consideration of the Vocational Profile and requirements of the role.

Discussions regarding workplace environment and alterations, job carving/design and role analysis to best meet participant and employer needs.

Use of site visits, working interviews and work trials as appropriate.

5 In-work support

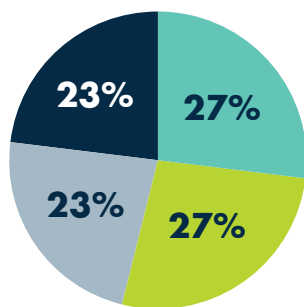
Support for job sustainment, such as job coaching, mentoring, overcoming issues, social skills, managing pressure/productivity demands, identifying workplace support.

e.g. Mental Health First Aiders. Ongoing support via regular 'check-ins' with participants and employers.

Participant profile



Primary disability or health condition:



Learning difficulty



Mental ill health



Neurodiverse



Physical health condition



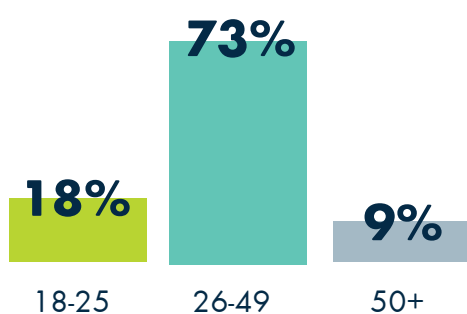
Ethnicity:

95%

White British



Age profile:



Referral source:



Gender:



Male



Female

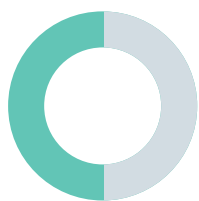


Location:

**Middlesbrough,
Redcar and Cleveland**

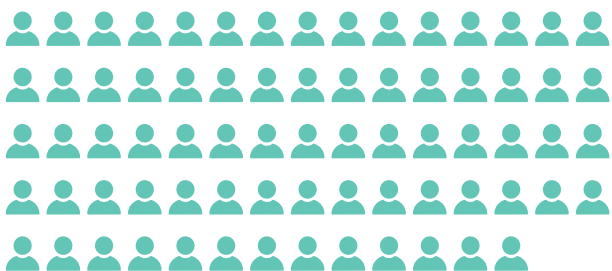
Outcomes

Participants were asked a set of questions at the beginning and end of the pilot to ascertain how they would rate themselves. Topics included motivation, employability skills, confidence in approaching employers and work readiness. On average, scores increased by 1.5 points (30%) on a scale of 1- 5.



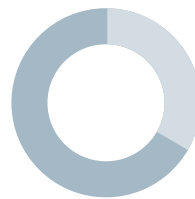
participants entered
paid employment

50%



73%

sustained employment for
more than three months



36%

progressed to training
or were signposted to
other support

143

employers
engaged
resulting in



22 interviews

Jobs secured with

**Amazon, Capita, DWP, Middlesbrough
Council & Middlesbrough FC**

Participant feedback surveys

Barriers identified and addressed during the pilot (based on participant feedback surveys) included:

- Improved confidence, including within group sessions
- Enhanced confidence when speaking to employers
- Addressing unrealistic job goals
- Understanding transferable skills
- Ability to proactively job search
- Greater understanding of jobs they can do, rather than focusing on what they can't do
- Increased motivation to find suitable work
- Improved confidence in completing application forms and in ability to find work

Participant feedback

“

I would like to personally thank my Key Worker who has helped me into my first paid employment. Always there for support when it was needed, very quick to pick up on and understand potential barriers to employment and putting in place activities to help work on these. ”

“

The 1:1 support helped me get into work, this is something I have struggled to do. Having someone make the recruitment process work for me so that the employer was aware of my health condition, this meant that they were more understanding and helped me get my job. ”

“

It helped build my confidence and self-esteem. I now know I am ready to go into work and 100% want to! ”

Working in partnership

Partnership working is crucial to add value to our participants. For our Supported Employment Pilot, Triage worked closely with a wide range of organisations to enhance support and progression options for participants, including:

Counselling and psychological therapy services

For additional mental health support.

Groundwork North East course

Referral to a course run by Groundwork North East to build social skills and motivation.

Middlesbrough College course

Referral to Middlesbrough College for a business admin course to gain an accredited qualification, providing a warm handover to the college engagement team to ensure participant needs were met.

Hospitality pre-employment training

Two people completed hospitality pre-employment training at AM Training, leading to securing employment at Middlesbrough Football Club.

Red Balloons

Referral to Red Balloons who provide walking groups to aid social inclusion and mental health support.

Child and Adolescent Mental Health Services

Use of resources from Child and Adolescent Mental Health Services (CAMHS) to provide support with mental health coping strategies.



Key findings and recommendations

Weekly 1:1 face-to-face Key Worker sessions

Were important in understanding and overcoming individual barriers to employment and providing in-depth support. Observations took place throughout pilot delivery – it was clear that participants appreciated the time available to them during these meetings.

94% attendance

Group sessions

Worked well in promoting social skills and confidence in a group setting. Participants became friends and spurred each other on to apply for jobs and attend interviews. We provided a breakout room with refreshments in case of heightened anxiety.

86% attendance

Group sessions are also a cost-effective & efficient method of embedding key skills.

Triage were able to be creative within group sessions e.g. we replicated a hospitality environment, with each participant taking on different roles (taking orders, serving drinks, budgeting). Another group visited Costa Coffee to assess the customer service received and identify the improvements they would make.

Our group sessions included...

Motivation	Exploring job descriptions
Mindset & promoting change	Job search techniques
Coping strategies	CV development
Health awareness	Local labour market research
Communication and teamwork	Interview preparation

Lessons learned

It was more beneficial to engage employers who were advertising live vacancies than to make speculative calls to employers. The programme could be further enhanced with a dedicated Job Coach to provide additional in-work support and employer liaison, to enhance job sustainability.

Return on investment

The Supported Employment Pilot cost Triage

£43,000

Equating to (per participant)

£1,954

Cost per job outcome:

£3,909

The economic benefit of supporting someone with a disability or health condition into work includes increased output to the...

Local economy/GDP gain

Reduced benefit payments

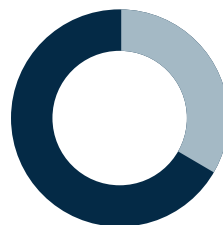
**Increased Income Tax
& National Insurance
contributions**

**Reduced NHS &
social care costs**



50%

Job outcomes over
12 weeks, compares
favourably to...



32%

achieved by Triage on
Work and Health
Programme Pioneer
to year ending
September 2024.

Why are Triage delivering Impact Pilots?

Triage have chosen to invest in a dedicated team to deliver Impact Pilots, enabling us to test 'what works' for key priority groups who need additional support to access employment or progress to other positive destinations. Pilots enable us to be flexible and creative, outside of some of the parameters of our other contracted provision.

Each pilot is carefully designed, monitored and evaluated, with participant feedback built-in, enabling us to tweak the delivery model to best meet individual needs. Each pilot aligns with the ambitions of the Government and devolved authorities to provide tailored interventions, to support achievement of an 80% employment target.

Other current and planned pilots include:

- Support for young people not in employment, education or training
- Older jobseekers aged 50+
- People with mental health needs referred by GP practices; prisoners and ex-offenders, school pupils



More from our participants

“

I have felt supported throughout my time on the pilot, I particularly enjoyed learning about mindset and put this into action now, it has helped me change my perspective. The pilot has helped me get into a job that I am enjoying and feel into a good life routine with goals that can be achieved. The employer I have been set up with are sound and have helped the transition into work go smoothly. ”

“

I was encouraged to take my CV into shops and job search in a different way. ”

“

I figured out other job roles I could do rather than just one that I know of and that I should not be scared to go back into work. ”



Further information

For more information, including outcomes from our other pilots, please contact:

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