

VISIT TO TRIAGE

After months of prevarication and obstruction (see email exchanges with Derek Miller), Elizabeth Kane and Erik Cramb finally visited Triage on 26th January 2016.

Elizabeth had problems entering the building. There's buttons and a speaker. She had to press the button 4 times and still didn't get in, finally a worker going in let her in.

We were welcomed with coffee and courtesy, but had to wait 15 minutes while they had a management meeting. We were shown round the premises before having a chat about our visit with senior staff members including Julie Brogan, the area manager who had come up from their head office in Stirling to supervise the visit. She outlined some of the scope and history of the company.

Triage delivers the Work Programme for two different Prime contractors; Working Links and Ingeos. They have offices throughout Scotland and the north of England. The purpose of Triage according to their website is: "*We aim to motivate and inspire individuals to regain confidence and personal independence.*" That made sense when we were told that they only dealt with clients who were referred to them by the Job Centre who had been unemployed and with the Job Centre for about 12 months. That was a stage, Erik said he would have thought, must surely be a stage of very low esteem. "Not necessarily so" they said. Clients are on the Work Programme for up to 2 years and it is mandatory.

We were told, and we agreed, that it would be worthwhile for us to sit in on an induction session. In this session a work consultant took the new clients through an induction list (see attached). She laid particular stress on the importance of keeping appointments or being in touch if they couldn't make one – and gave warnings about sanctions which could be a consequence. There were 4 inductees when there should have been 17. When we expressed our surprise at this we were told 'it was normal' and even as we spoke another member of staff was on the phone seeking to speak to the missing 13. The outcome of these calls would be reported to the Job Centre. Triage don't do sanctions – that is done by the DWP's Labour Market Decision Making Team. (*so nobody in Dundee actually imposes the sanctions... seems a bit like 'it wisnae me sir, a big boy done it and ran away.') Dundee has the worst attendance rate.

In much the same vein, both – and they said so quite separately – Triage's area manager and the visiting lady from the DWP in Edinburgh- said they did not know the term 'workfare'; which seemed hardly credible. When we explained what it was – working to get experience and enhance your CV, but without pay, we were told, "Oh no, we don't do that" but went on to talk about 'volunteering as a way of tweaking your CV. They also said they did not recognise some of the things that had been reported by others to the Fairness Commission like people being sanctioned out of the blue; periods of being left with no money; people living in constant fear of being reassessed and so on.

Our session with one of the Recruitment Consultants was positive and amongst other things she talked about the good relationships that she had carefully built up with employers. When

asked about zero hours contracts she said these were the norm. They are happy with these contracts as they do in-work benefit calculations to see if clients will be better off in work. Clients don't have to sign off if a job is less than 16 hours.

There is a bewildering array of support mechanisms available – Work Assist Fund for people with disabilities; the 'entitled to' website; the Universal Job Match to name but three. They keep in touch with people after they start work. However when we tried to get any kind of statistics about numbers being helped or the ratio of success of getting clients into work the answer was always, "We can't give you these, you will have to ask the DWP." The DWP lady said the performance figures are on their website and are 6 months in arrears.

There can be little doubt that a visit from the Fairness Commission was not a welcome prospect for either the Job Centre or Triage and members of the Commission must draw their own conclusions from that.

Staff at both the Job Centre and at Triage are working to DWP rules with, I quote, 'very little wriggle room'. Whilst in both places there was evidence of staff getting real satisfaction from the work they were doing when they saw people's lives turned round and employment gained, it was not their place to comment on the rules they are having to work with.

Induction Checklist

Client Name:
Date of Induction:
Centre:
Staff Member:

This form must be completed with the client to evidence that each section below has been completed
 All information must be recorded on IngeusWorks in line with the minimum wording guidance

| Area to be Covered | Completed By (staff initials) | Received (client initials) |
|--|----------------------------------|-------------------------------|
| 1. Objectives of the Work Programme | | |
| 2. Critical Success Factors | | |
| 3. Triage credentials | | |
| 4. Triage Delivery Areas | | |
| 5. Clients on Work Programme for up to 104 weeks – Range of client groups and an explanation of continued support once secured employment. | | |
| 6. Interaction with JCP and Triage whilst on Programme | | |
| 7. Staff Supporting your Journey back to work – range and responsibilities of staff roles | | |
| 8. Client Induction Paperwork explained and completed including: <ul style="list-style-type: none"> • Client Declaration • How We Use Your Information/DWP Fair Processing Notice | | |
| 9. The consequences of Failing to Attend or non participation was fully explained to the client. This should include periods of sickness (2 per year) and domestic emergencies (4 per year) | | |
| 10. The client was provided with information in relation to: <ul style="list-style-type: none"> • Sign in/out on arrival/departure of centre • Health and Safety (client walk way, fire drills and exits) • Policy of Zero tolerance • Promoting an environment of mutual respect • Safeguarding Policy | | |
| 11. The client was advised on the Company Complaints Policy | | |
| 12. The client was issued with a Triage Welcome Pack | | |
| 13. Check if CV Template has been issued, if not, to be re-issued and an appointment booked to complete CV | | |
| 14. Check if Better Off In Work Calculation (BOIWC) – Information Capture Template has been issued, if not, to be re-issued and an appointment booked to complete BOIWC | | |
| 15. Engagement Tool has been completed (if this was not completed at attachment) | | |
| 16. Cover letter for job application was issued to the client | | |
| 17. Initial Profile was carried out | | |
| 18. Basic Skills were discussed and support agreed | | |

Signed _____ **Client** **Date:** _____

Signed _____ **Staff Member** **Date:** _____

To be retained in Client File

Induction Checklist

Client Name: _____
 Date of Induction: _____
 Centre: _____
 Staff Member: _____

The form must be completed with the client in evidence. Do not return before we have done so.
 All information must be recorded on the system in line with the relevant working guidance.

| Area to be Covered | Responsible Party | Date |
|--|-------------------|------|
| 1. Overview of the Work Programme | | |
| 2. Client Support Package | | |
| 3. Target Outcomes | | |
| 4. The e-Delivery Agent | | |
| 5. Client or Work Programme for the week - Range of client groups and an overview of standard support once agreed | | |
| 6. Introduction with CP and Triage with on Programme | | |
| 7. Staff Supporting you (yourself, back to work - range and responsibilities of staff) | | |
| 8. Client Induction Pack - work related and completed including: <ul style="list-style-type: none"> • Client Checklist • How to Use Your Information (WIP) For Processing Notice | | |
| 9. The importance of feedback, what it means, how to give it, how to receive it, how to act on it, how to give it, how to receive it, how to act on it | | |
| 10. The client was provided with information in relation to: <ul style="list-style-type: none"> • Sign in/out of work • Health and Safety (client walk way, fire drills, exits) • Policy of zero tolerance • Promoting an environment of mutual respect • Relationship Policy | | |
| 11. The client was advised on the Company Complaints Policy | | |
| 12. The client was issued with a Target Worksheet Pack | | |
| 13. Check if CV Template has been issued (if not to be issued and an appointment booked in duplicate CV) | | |
| 14. Check if Better Off in Work Declaration (BOWD) - Information Clause 1 - note has been issued (if not to be reviewed and an appointment booked to complete BOWD) | | |
| 15. Engagement tool has been completed (if not to be completed at induction) | | |
| 16. Cover letter for job selection was issued to the client | | |
| 17. Initial Profile was completed | | |
| 18. Basic Skills were discussed with support manager | | |

[Handwritten signature]

Signed: _____ Date: _____
 Staff Member: _____ Date: _____

To be returned to Client file