



DWP & FULFILLING LIVES TIMELINE

The Job Centre Plus team recognised that MCN clients were a key part of the community and wanted to make sure they served this group and change perceptions about their services. Fulfilling Lives are a key voice in the community that can represent multiple and complex needs and as such, a collaboration took place to support this objective



DWP COFFEE MORNINGS LISTEN AND LEARN

To understand how they were perceived in the community, the DWP invited local services to share how they were perceived by their clients

The session is used to inform the collaboration going forward



ENVIRONMENT ASSESSMENT INFORMED SPACE

Environment assessments look at the environment through the lense of their clients to assess and feedback on space in a trauma informed manner

The assessment is then used to make informed changes to the space



MYSTERY SHOPPER EXERCISE INFORMED PRACTICE

Mystery Shops utilise volunteers with lived experience of multiple complex needs to assess the service response to complexity in terms of the customer and service experience

The exercise is used to inform training and systems change



WORKSHOPS SUPPORTING STAFF

To support staff at all levels to better engage with customers and give them techniques and strategies to improve their practice and support their colleagues

These sessions take feedback from all assessments to better equip staff

DWP COFFEE MORNINGS

CHANGE

As a direct result of assessments of the environment carried out by FL lived experience volunteers. Changes made received very positive responses from a wide range of voices and demonstrated that the Jobcentre had a drive to improve services for customers with complex needs beginning to break down the invisible barriers that customers with multiple complex needs struggled to overcome.

EVIDENCE

Evidence gave great weight B&H JCP to embarking on a close partnership with Fulfilling Lives who partner with customers with lived experience of multiple disadvantages.

FEEDBACK

The physical environment was described as speaking louder than our colleagues and significantly hindering a proper conversation with our customers or at worst was an often-seen trigger for incidents.

FEEDBACK

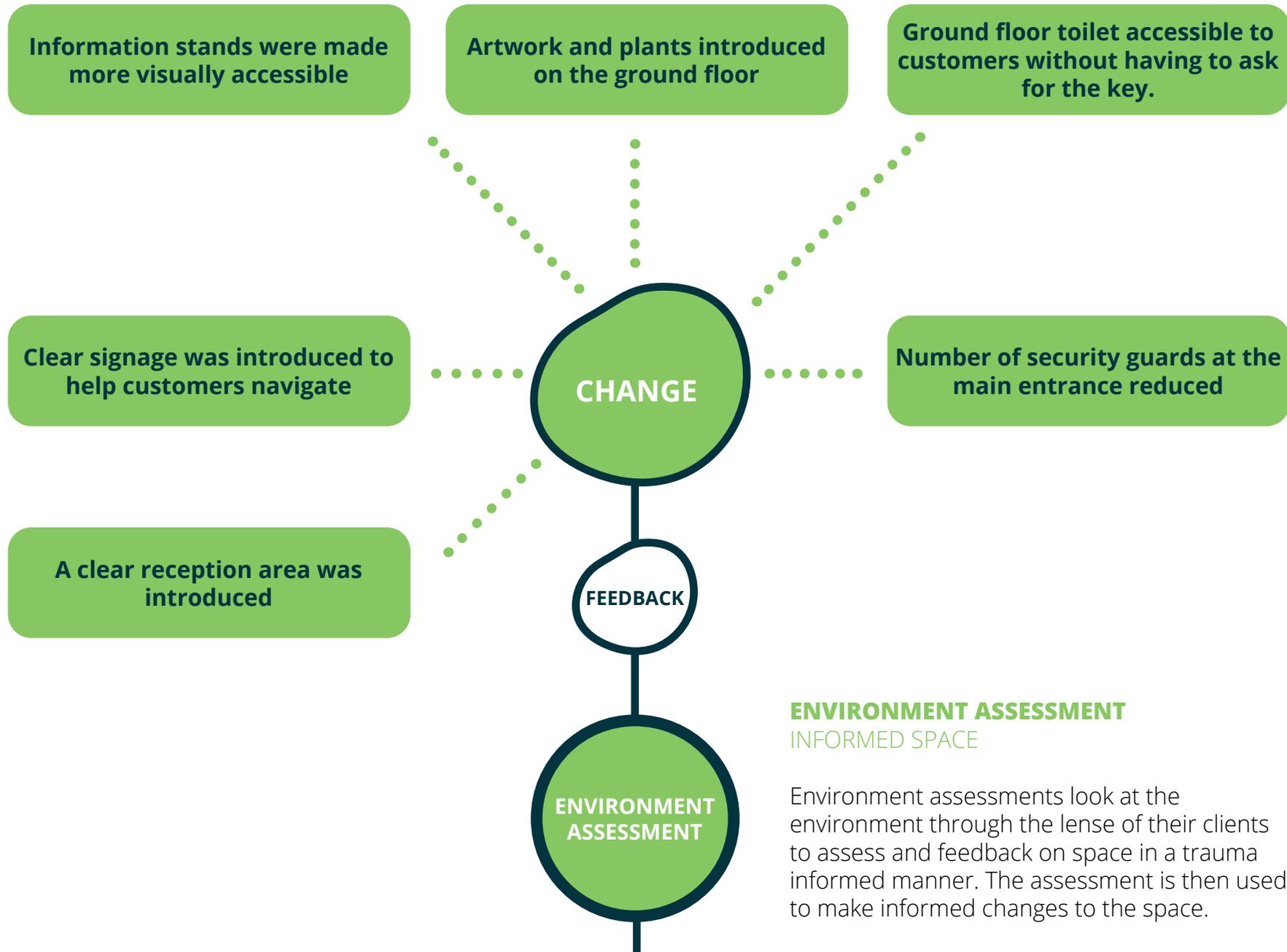
Feedback showed: Front of House at the B&H JCP was a big barrier to engagement, causing; fear, anxiety & stress to customers, particularly those with MCN.

DWP
COFFEE
MORNING

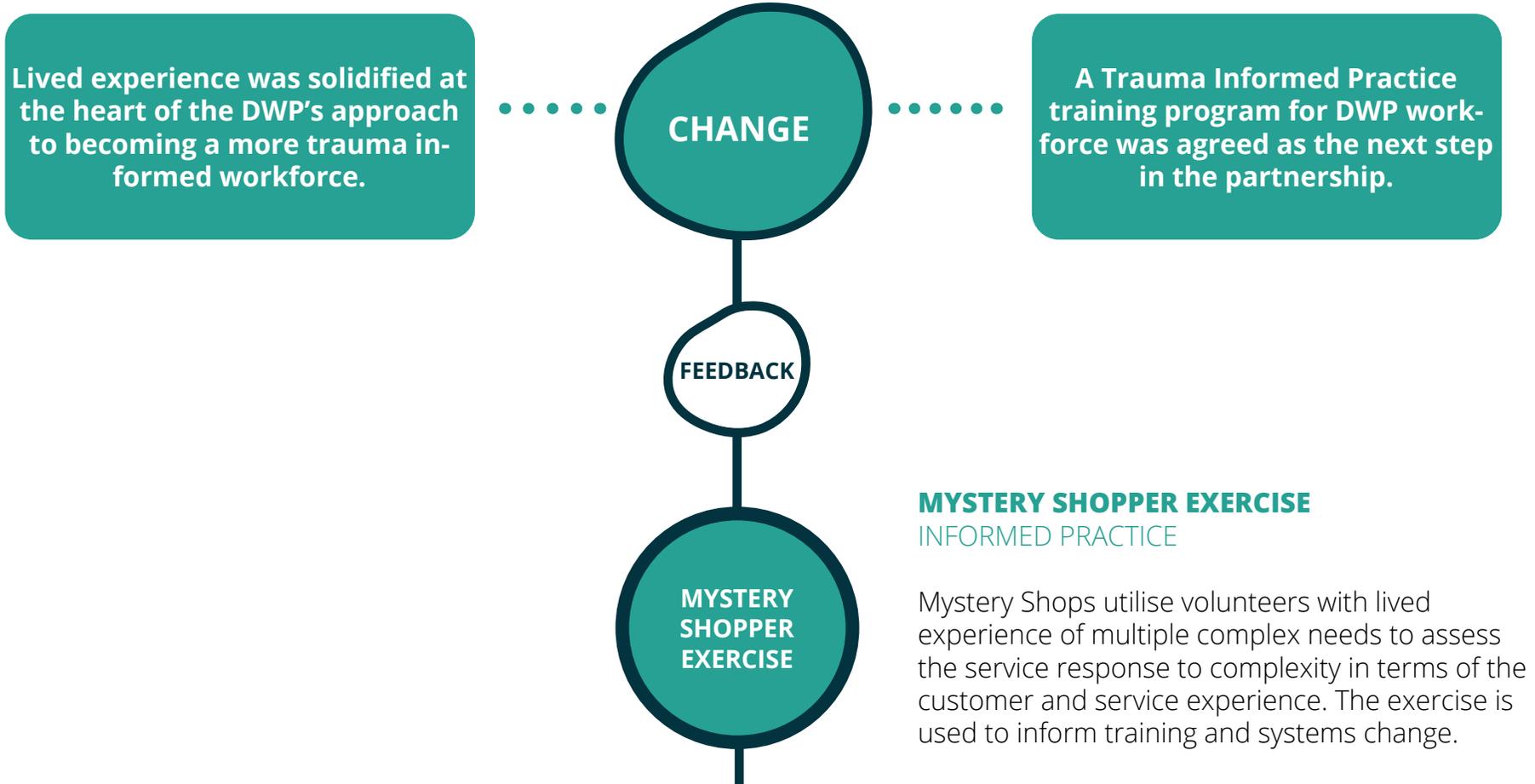
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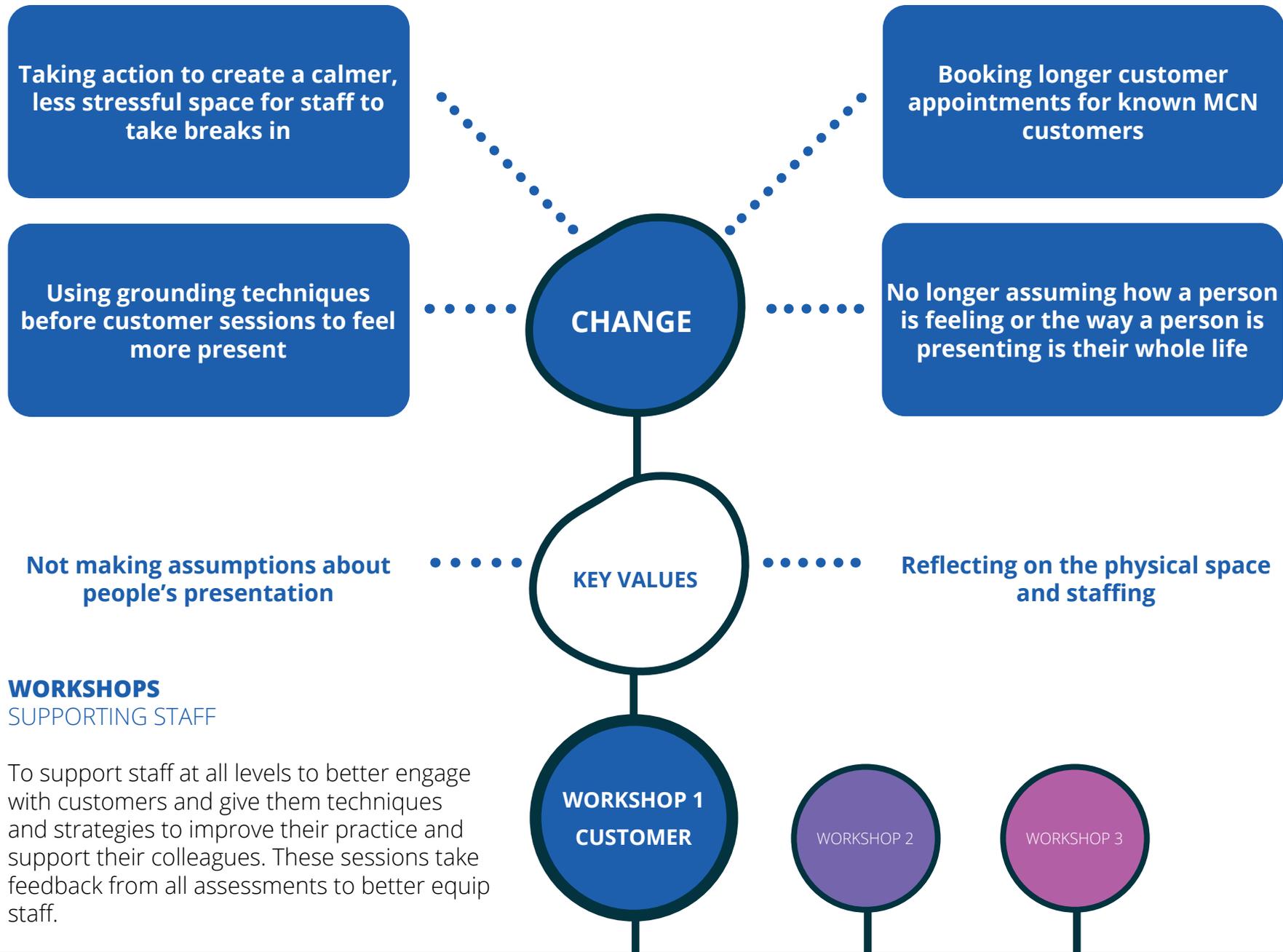
ENVIRONMENT ASSESSMENT



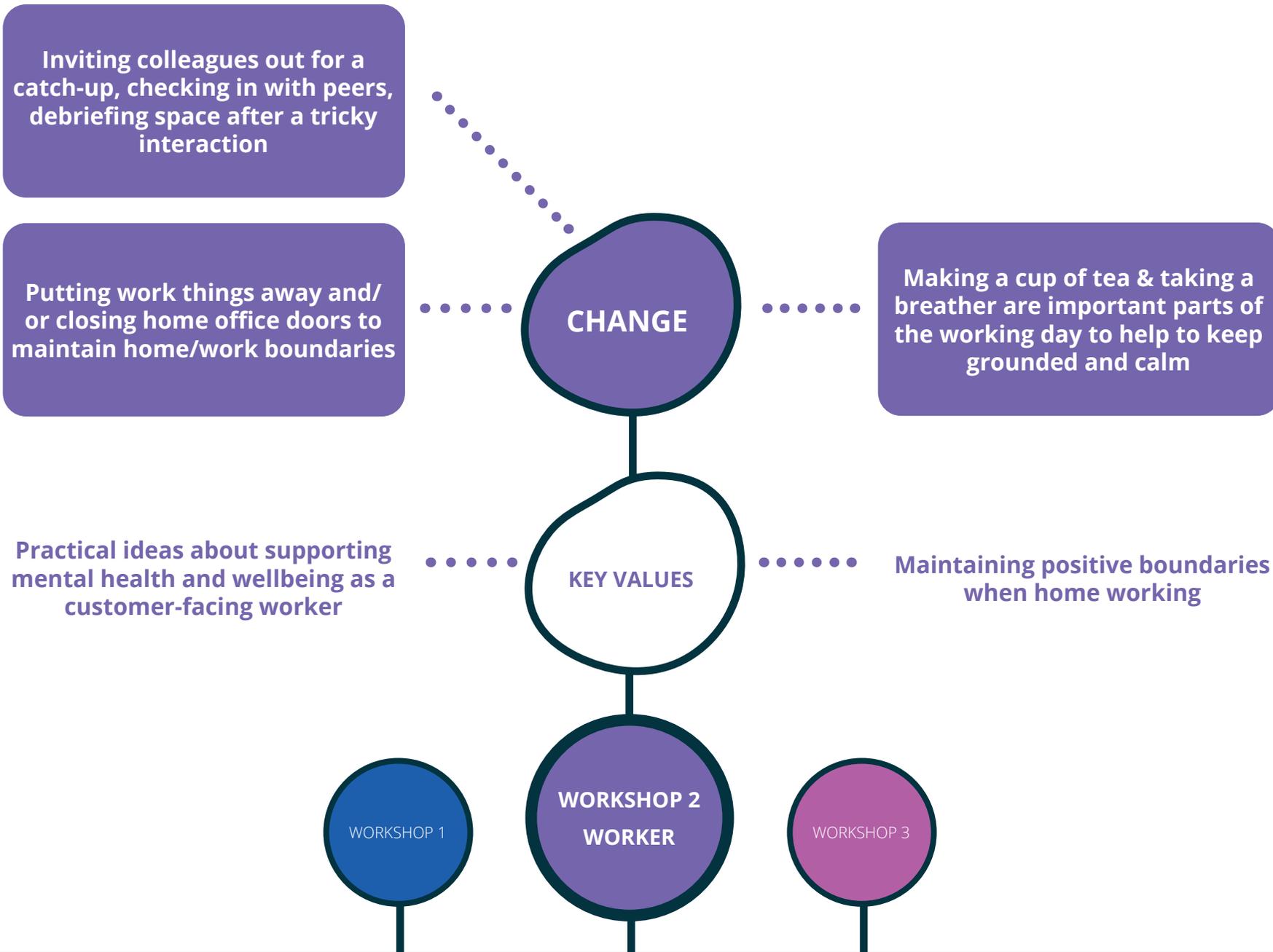
MYSTERY SHOPPER EXERCISE



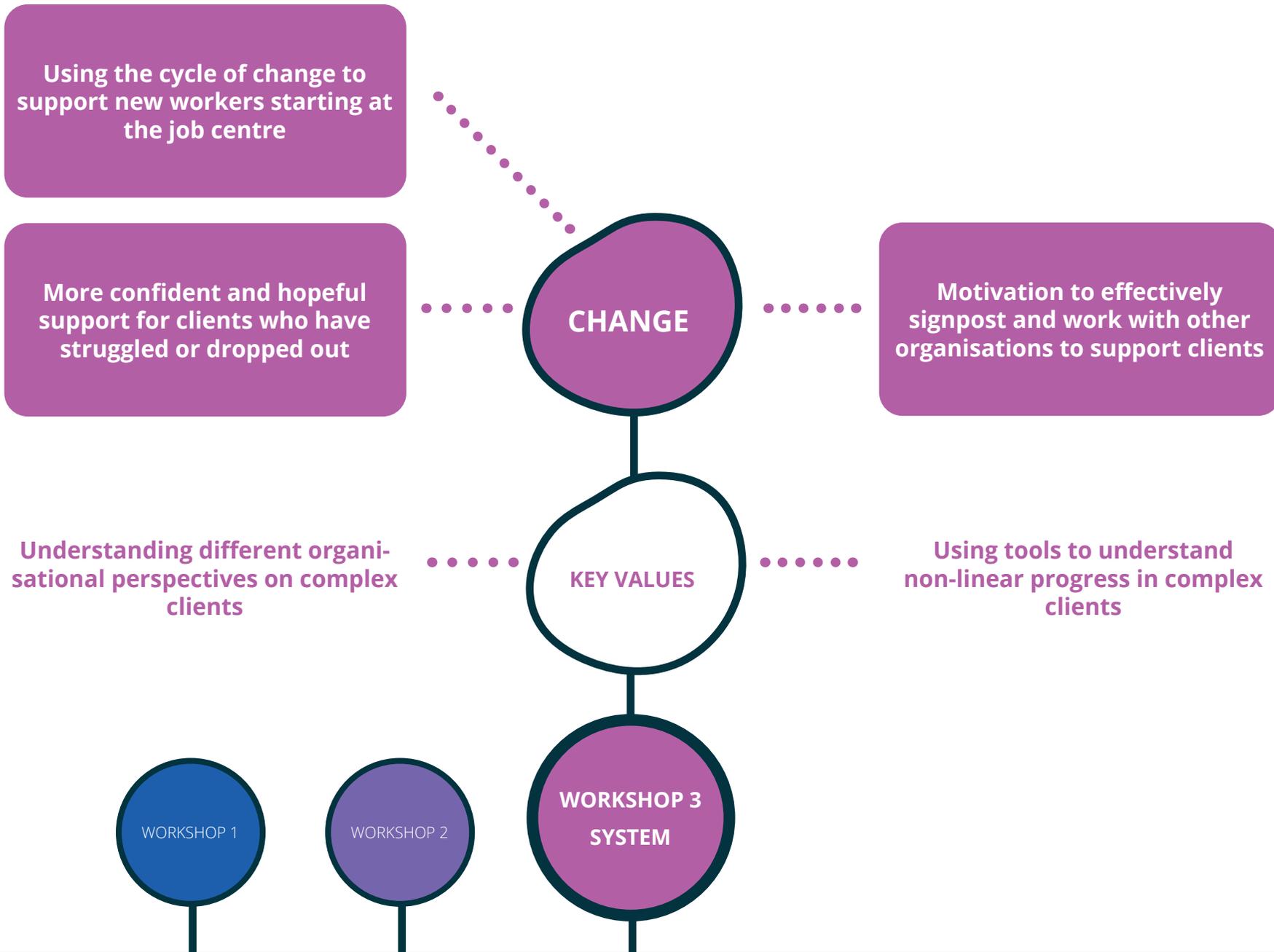
WORKSHOP 1 - CUSTOMER



WORKSHOP 2 - WORKER



WORKSHOP 3 - SYSTEM



EMBEDDING THE LEARNING

Workshop A

Video 1 – The Clients View, pt1

Video 2 – The Clients View, pt2

Workshop B

Responding to Emotional Distress

Video 1 – The Hierarchy of Needs and The Window of Tolerance

Video 2 – Responding to Distress

Video 3 – Self Care & Looking After Ourselves

Workshop C

Navigating Complexity

Video 1 – The Cycle of Change

Video 2 – Working with Pre-Contemplative and Contemplative Presentations

Video 3 – Navigating Complex Systems

LEGACY SUSTAINMENT WORKSHOP SERIES

How the DWP embedded the workforce development resource

- During the first 3 months new Work Coaches begin engaging with the recorded video resources.
- Existing Work Coaches who have been through the induction process will continue to have access to the resource via the online learning and development platform.

The recorded video resource was embedded on the DWP's district training platform and included in the 'Essential Learning' list for Work Coaches in the District. This ensures new Work Coaches cover trauma informed working and multiple complex needs as part of their induction to their role.

EMBEDDING THE LEARNING WORKSHOP SERIES

Based on the evaluation feedback from DWP workers and discussions with management Teams we identified the most useful and impactful learning from the live workshops. This was compiled into 8 recorded training videos, creating a workforce development resource that was embedded into the DWP Sussex & Surrey district learning and development platform. This will be used as part of the mandatory induction process for new DWP Work Coaches in the District.

WORKSHOP
SERIES

EMBEDDING
THE LEARNING