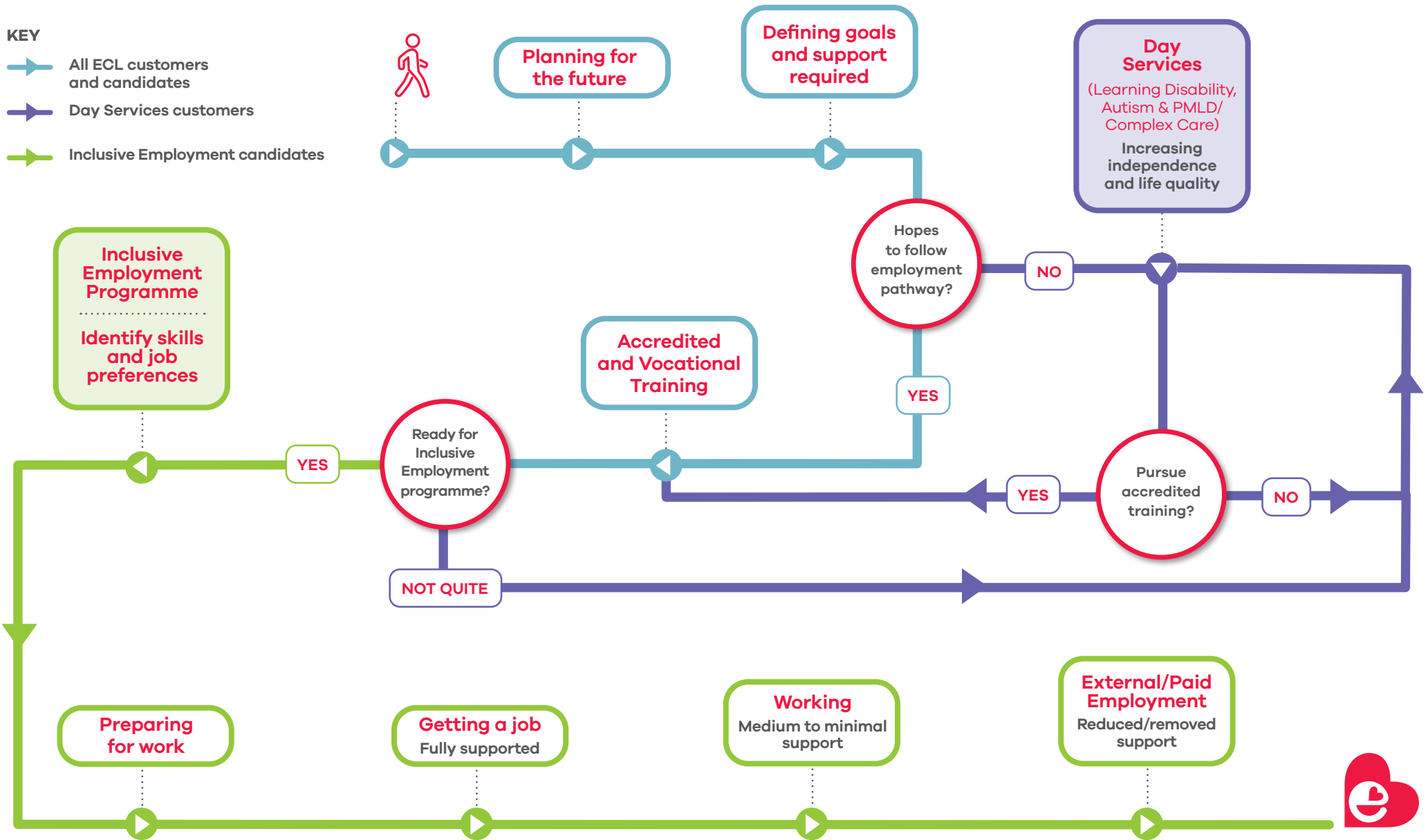


Customer Journey

Opportunities for adults with learning disabilities and/or autism

KEY

- All ECL customers and candidates
- Day Services customers
- Inclusive Employment candidates



Once the 'planning for the future' stage is completed, the journey can be continued from any step within the process.

Following review, steps can be skipped or repeated as many times as required.



Customer Journey

Opportunities for adults with learning disabilities and/or autism



Planning for the future

- With family, social worker and clinical team, e.g. Physio, OT, Speech & Language.
- Establish transport & digital technology needs.

Inclusive Employment Pathway

Defining goals & support required

- Access the community?
- Site based more suitable?
- Requires access to therapists?

Day Services Pathway

Ready for Inclusive Employment

Accredited Training

- Employment skills
- Life skills
- ASDAN, City & Guilds, OCR

Not ready for IE scheme yet

Inclusive Employment Programme

Identify skills and job preferences

- Establish employment goals and preferences
- Highlight skills and experience
- Highlight areas for training and development

Preparing for work

- Inclusive Employment Consultant
- CV development
- Work experience and work trials
- Interview preparation
- Digital skills development

Getting a job

- Full support from dedicated Inclusive Employment Consultant

Working

- Medium to minimal on-going support

External/Paid Employment

- Reduced / removed support from ECL / social care

Day Services LD/PMLD/Complex needs

- Life skills
- Personal safety
- Community inclusion
- Travel training
- Healthy living
- Friends and relationships
- Independent living skills
- Access to clinical therapists
- Digital technology – enhancing communication and interaction

Pursue Accredited Training

