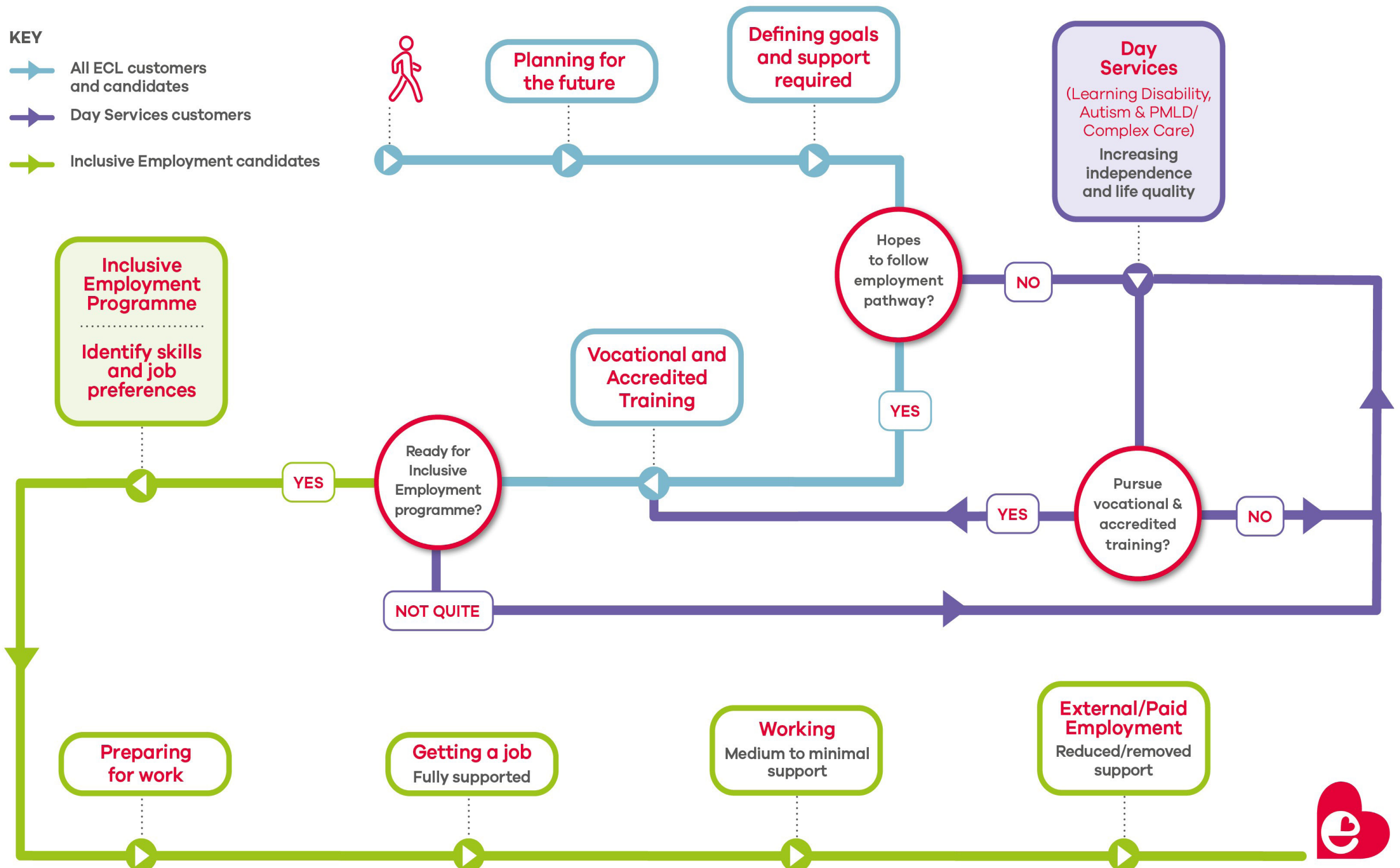


Customer Journey

Opportunities for adults with learning disabilities and/or autism

KEY

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



Customer Journey

Opportunities for adults with learning disabilities and/or autism



Planning for the future

- Person Centred Plan
- With family, social worker and clinical team, e.g. Physio, Occupational, Behavioural Support, and Speech & Language therapists
- Establish transport & digital technology needs

Inclusive Employment Pathway

Defining goals & support required

- Aspirations of employment?
- Access the community?
- Site based more suitable?
- Requires access to therapists?
- Technology or equipment required?
- Pursue training or qualifications?

Day Services Pathway

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 Vocational and Accredited Training

Ready for Inclusive Employment

Vocational & Accredited Training

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

Not ready for IE programme yet

Inclusive Employment Programme

Identify skills and job preferences

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

Preparing for work

- Assigned to an Inclusive Employment Consultant
- CV development
- Work experience and work trials
- Skills development

Getting a job

- Full support from dedicated Inclusive Employment Consultant
- Identify job opportunities
- Interview preparation
- Travel training
- Induction and training support

Working

- Medium to minimal on-going support
- Job Coaching as needed

External/Paid Employment

- Reduced / removed support from ECL / social care

