

Working Better Together

Service Design & Transformation – What is our role?

We drive the best and most affordable service to our customers, by combining our

- transformation
- design
- planning
- and improvement skills with the knowledge and expertise of others across the business – whilst safeguarding those who are most vulnerable.

We are the custodians of the end to end customer journey. We are independent of frontline operations or Service Delivery colleagues – we provide the integrity of the journey – so we design the process and Service Delivery – deliver the service!

What is Access to Work?

Access to Work (AtW) is a demand-led scheme providing a discretionary grant for additional support for individuals whose health or disability affects the way they do their job.

It provides individuals and their employers with advice and support with extra costs, beyond reasonable adjustment, which may arise because of an individual's needs.

It does not replace the duty an employer has under the Equality Act to make reasonable adjustments. Instead it provides support that is over and above that.

Access to Work is tailored to an individual's needs. Support can include workplace assessments, travel to/in work, support workers, specialist aids and equipment.

Governance

- Access to Work - Steering Group

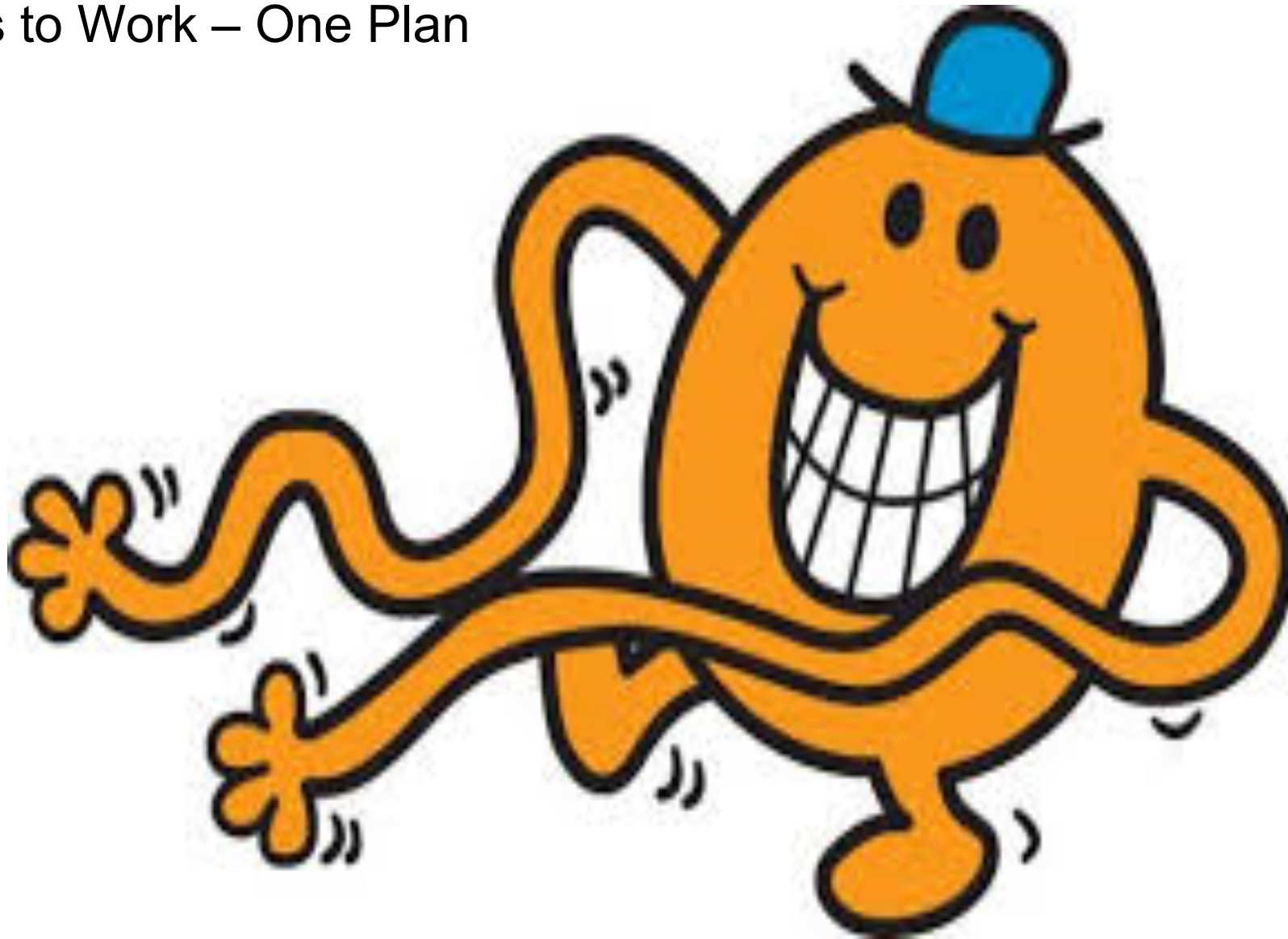
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- Access to Work - Transformation Group

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- One Plan

Access to Work – One Plan



What's Next?

Development Of Communication Support at Interview (CSI) Agent Journey

Activities to increase the capability of the current Agent UI to allow for CSI cases to be managed end to end within ATWIS are currently in progress.

Strategic Aims

