

Easy read



Llywodraeth Cymru
Welsh Government

Evaluation of Supported Employment Coach pilot



This document is an easy-read version of a report called
‘Evaluation of Supported Employment Coach Pilot’.

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Introduction



This easy read report is about the Supported Employment Coach pilot.

When we say it was a pilot, we mean when something is tried out to see how well it works.

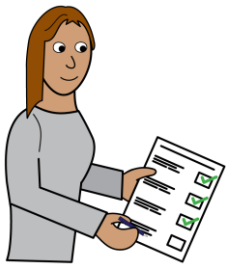


The Welsh Government introduced the pilot to help young people who have a moderate to severe learning disability/difficulty and/or autism, to get a job or an apprenticeship.

The pilot ran from October 2021 until March 2023 as part of the Jobs Growth Wales+ training and development programme.



Job Growth Wales+ is for all 16 to 19 year olds and helps to give them the skills, qualifications and experience they need to find a job or take part in training.



The Welsh Government asked Learning & Work Institute to find out how well the pilot was working for young people who took part.



Each young person who took part in the pilot had their own job coach. Learning & Work Institute looked at how job coaches delivered support and what difference it made to young people.



They also explored how confident Job Growth Wales+ staff were to support young people on the pilot.

How was the research done?



We spoke to different groups of people to understand how the job coach support was working. We talked to:



- Three young people who had taken part in the pilot and their parents/guardians.



- The young people's job coaches and Job Growth Wales+ staff supporting them.
- Some of the young people had done work experience during the pilot, so we talked to their employers too.



Altogether we spoke to 24 people.

What did we find out?

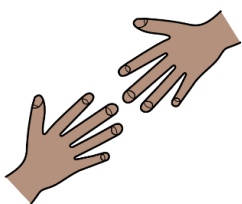
What did young people want from the support?

Young people told us that they wanted the support to:

- Help them to be more confident.
- To have the opportunity to take part in work experience.
- To feel closer to being able to find a job.



What support did job coaches offer?



Job coaches offered a range of one-to-one intensive support to help young people to:



- Think about what kind of job they would like to do and how to apply for jobs.



- Identify what skills they have that they could use in the workplace.



- Improve their reading, writing, speaking, and digital skills.



- Develop their CV and to practice what they might say in a job interview.



- Build their confidence and become more independent, for example, by planning activities to help them manage their own money and to be able to travel on their own.

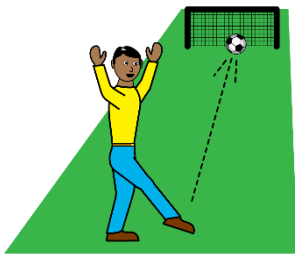


- Become confident in the workplace by going with them on their work experience and supporting them with the tasks that they needed to do.

What worked well?



Job coaches and Job Growth Wales+ staff built good relationships with the young people they were helping and got to know them well. Young people and parents really valued this.



Parents felt that job coaches developed a good understanding of their son or daughter's learning needs and goals for the future.



Job coaches also designed activities matched to how each young person liked to learn. For example, some young people preferred short activities. One young person repeated tasks to help them remember what they had learnt.



This meant that young people were more likely to stay interested in the support and to complete the activities.



By talking to each other regularly about how a young person was getting on, job coaches and Job Growth Wales+ staff could work together to make sure they were making progress to achieve their goals.

What difference did taking part in the pilot make to young people?

The young people Learning & Work Institute spoke to said that:



- They were more confident to speak to new people and try out new things.



- They now have the skills to look for and apply for a job.



- They can do more things for themselves, such as travelling on their own and managing money.



Young people who had taken part in work experience said that this helped them to understand what going to work would be like and to see themselves in the workplace. It had also helped them to be clearer about the kinds of jobs that they would and would not like to do.



Parents, job coaches, and Job Growth Wales+ staff said that taking part in the pilot had helped young people's social and emotional development, for example speaking to new people, and improving their confidence.

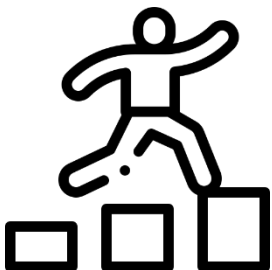
Things that people told us could be better about the support



Job Growth Wales+ staff said there could sometimes be gaps in the information they receive about a young person, when they start the programme. Having as much information as possible helps them to make sure that the support they plan and provide is suitable for the young person.



Staff also felt there are likely to be more young people who could benefit from the support, who had not heard about it.



Parents would like to know a bit more about the activities that their child is doing with their job coach so they can understand what progress they are making, and know the activities are suitable for their needs.

Staff training

Some Job Growth Wales+ staff had taken part in training to help them to support young people taking part in the pilot. Learning & Work Institute asked staff what difference the training had made to them. They said that:



- They felt better able to plan the support for young people with a learning disability/difficulty and/or autism, and were more confident to support them.

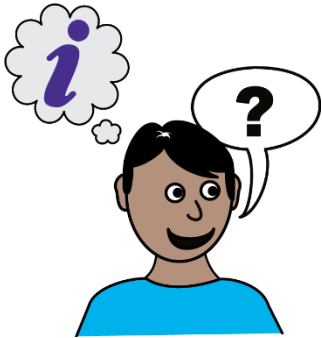


- The training offered was most useful for staff who had less experience of helping disabled young people.



- They would like more training on different types of learning needs and on how to support young people with their mental health.

How Learning & Work Institute think things could be improved



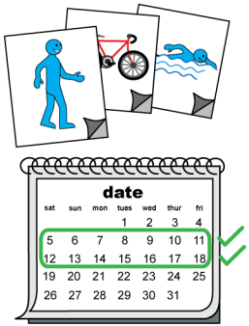
Careers advisors should have clear information about the support available for young people with a learning disability/difficulty and/or autism to help them to find a job, and how they can get this support.



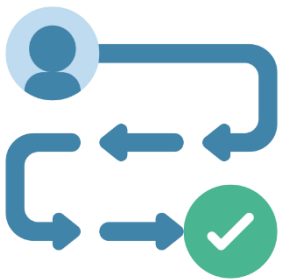
Young people should have the chance to talk about their support needs and personal goals regularly with their job coaches and Job Growth Wales+ staff. This is important so that staff can easily understand any changes to the young person's goals and support needs.



Parents should be a little more involved in what the support looks like. This could be at the start of support so that as much information as possible can be found out about the young person.



Job coaches could also share more information with parents about the types of activities that their child is taking part in, once the support has started. But it is still important that young people are helped to become more independent.



It is important that support is available for as long as a young person needs it, so they can get as much benefit from it as possible.

We would like to thank everyone that helped us with our research.

Links to the main research report

This is an easy read summary of the full report called 'Evaluation of Supported Employment Coach Pilot'.

You can download the full report and a summary report from the Welsh Government website:

<https://www.gov.wales/jobs-growth-wales-supported-employment-coach-pilot-evaluation-2021-2022>