



Value for Money –Winner

Only Connect (Sub-Contractor- Shaw Trust)



Only Connect are the first subcontractor on the Shaw Trust CFO supply chain to hit 100% CTD performance across all KPIs and have become the leading provider for employment outcomes, relative to size of contract.

At the end of 2016 Only Connect were in a very different position; they were behind profiled performance, struggling to hit in-month targets, had experienced operational difficulties in establishing a community caseload and were yet to successfully support a participant through the end-to-end participant journey and into employment.

The catalyst for change has been threefold;

- 1) Firstly, Only Connects has adapted to the challenges through the clever utilisation of their parent company (Catch 22). The senior leadership has implement programme to build capacity through sponsoring case managers, CDP opportunities, sharing best practice between organisations, exchanging welfare-to-work expertise and harnessing



the sector skills contacts that Catch 22 have built over many years supporting individuals with complex needs into work.

Credit needs to go to those who provided the support, but also to those who received it. The Only Connect team is small, which when chasing performance can hamper the ability to step back and identify problems and develop solutions. In this case Only Connect appears to have managed both performance and change admirably.

2) Secondly, Only Connect has embedded successfully with the HMYOI Feltham OMU to sequence delivery effectively with Catch 22's CRC provision as well as building strong working relationships with a number of community based probation teams. The exceptional work done in this area led to a dramatic uplift in the number of participants engaging TtG as well as from community referral partners.

Recognising the challenges at the start of 2017 Only Connects CFO case managers have become an increasingly visual presence in the community and have worked effectively to garner good stakeholder relationships in a comparatively short space of time. These have begun to bear fruit and Only Connect have evidenced a steady pipeline of employment opportunities and matched candidates carrying through to the autumn.

3) Thirdly, Only Connect has developed a detailed understanding of the contracted spot purchase provision available through Shaw Trusts supply chain. They have been innovative in their application of the available services and have successfully sequenced the participant journey through a number of providers and sector based employers. And they haven't just made good use of what is available; they have worked effectively as partners to identify service gaps and support Shaw Trust as the lead partner to bring new specialist providers into the supply chain. This expertise has been crucial in supporting the needs of young offenders who can present with different support needs to adult offender groups.

The additional resources that Only Connect has accessed had a profound impact on performance and helped to turn things around at a critical time. The additional value that has been created through successfully utilising the parent companies resources and expertise has increased the level of resource on the CFO contract and correspondingly reduced the costs per outcome. The improvement has been so significant that they are now attempting to over deliver in support of the participants, their partners and the wider ECA stakeholders.