

SUPPLIER SERVICE OFFER FACTSHEET

Provide a detailed description of the intervention/course/provision in the space provided – starting on the next page. This must be no more than **2 pages of A4**, in **Arial Font 12** and must include the following as a minimum:

1. Content of provision and how it would be delivered;
2. Details and evidence of how your provision will ensure that the claimant will: move closer to work/ move into work or remain in work (as appropriate);
3. Your performance offer i.e. what will the outcomes (e.g. % job outcomes and outputs (e.g. Action Plans) be, together with your supporting rationale;
4. How you will manage the performance of the provision to ensure outcomes and / or outputs are achieved

What we're about to tell you about may sound left-field, but the evidence is clear; our approach works. We will use a communal music-making genre from Indonesia, called gamelan, to move claimants nearer to the labour market. We'll take the impressive instruments of this orchestra - gongs, drums and metallophones - into local community spaces, and our facilitators will work with up to 15 participants at a time, over a week, to help the group learn to play this orchestra from scratch.



The communal aspect, composition and improvisation processes, conducting exercises, reflective group discussions, and fact our facilitators don't teach, but enable participants themselves to create the end result, are central to this experience. Exploration of social dynamics - leading, following, opposing and observing - will take place through musical exercises and listening-back to recordings, allowing participants to understand the effect of different behaviours, through the safe, engaging lens of the music.



No musical experience is needed, the instruments are immediately accessible, improving communication, concentration, confidence and team working - essential skills for today's job market.



On the final day there will be a performance to an audience of JCP staff, family, friends and guests, driven by participants, sharing all that's been learned. Participants will take away a professionally-manufactured CD and a completion certificate. We can also accredit this course with an OCN Level 1 Team-Working Qualification. To harness the engagement and motivation, we'll hold a celebration session with JCP staff, where we'll encourage participants to sign up there and then for local courses and work-related activities. Participants can also sign up to Good Vibrations' Keep in Touch Programme, giving them ongoing support, including: access to a personal contact, a database of progression opportunities/supports for barriers they're experiencing, and a bursary fund, which can cover 90% of the cost of further arts courses.

Quotes from participants, staff, and audience members on our 2015-16 JCP Sussex pilot (see below) show that we support long-term unemployed claimants to move closer to work by: 1) Supporting them to develop transferable skills and attributes that make them more work-ready and less socially-anxious. 2) Connecting with them and switching on a readiness to change. 3) Giving them a sense of achievement, and a positive way of seeing themselves that inspires them to want to achieve their full potential. 4) Improving their well-being and giving them positive coping strategies.

"When Kelly suggested it I thought she was joking. It wasn't job centre's usual approach ... It was like I'd been given a hand; given kindness when I was struggling."

"Uplifting. Feels like the beginning of something."

"This is really helping, more than I can describe. Keeping me focused."

"I had a very traumatic experience, which made me stop talking. This was the first week I've spoken so much in 12 months."

"I've got more confidence, my listening has improved and I feel a lot calmer."

"I can't believe I just played that - it sounded good. I don't take compliments. Background has only been telling off and being hit."

"I was probably more confident in myself at my job interview this week, because going into the interview I was much more relaxed than I've been with any of the others."

"Now if someone suggests something, I'll say yes, I'll give it a go. Cos. If I can do gamelan I can do anything! It built my confidence in socialising with others again and reduced my anxiety in experiencing new things and meeting new people. I now feel motivated to push my personal boundaries."

"I was anti-Jobcentre Plus but now I'm really pleased with it."

"The improvement in confidence is amazing. One guy never talked to anyone, except his wife before, and the way he spoke to the audience was incredible."

"The end of course concert was a very positive experience with much evidence shown by participants of distance travelled towards the labour market."

95% of our participants completing accredited courses gain qualifications, and based on stats from our JCP '15-16 pilot, on each course we'll expect:

- 72% completion rates
- 89% of completers to improve their team-working skills; 85% to develop listening skills; 84% to develop their creative skills; 80% to become more confident; 77% to become more motivated; 76% to become more patient; 75% to increase their sense of well-being; 74% to become more resilient; 71% to become better at solving problems; and 67% to improve their communication skills
- 89% of completers to sign up to our Keep in Touch Progression programme
- 1 concert and 1 professionally-manufactured CD to be produced

How we will ensure these outcomes and outputs are achieved:

- *"Good Vibrations evaluations have consistently been found to inspire positive outcomes for participants."* (Dr Jennie Henley, Institute of Education, 2014) Findings from 8 independent academic research publications artsevidence.org.uk/organisations/arts-organisations/good-vibrations show our proven track record for positively affecting: social skills; well-being; motivation; behavioural change; anger management; communication skills; confidence; and engagement.
- We've honed this programme over several years in partnership with JCP managers, work coaches and participants in Sussex to ensure it best meet needs the needs of long-term unemployed claimants with disabilities, mental health conditions, and chronic illnesses.
- We've been a specialist provider for people affected by the Social Justice Agenda since 2003, having supported >6000 people with complex needs. Last year, 45% of our participants had a disability or mental illness.
- To make it less daunting and to persuade participants to give something so unfamiliar a go, we run taster sessions pre-course. We also run interactive pre-visits with work coaches so they get what it's all about, and can sell it effectively to claimants on our behalf.
- Gamelan: is accessible; is adaptable for all abilities within the same group; and everyone's contribution is equally important. It's an experience that takes people out of their comfort zones, and because it's novel, people tend not to form prejudices about it.