



An outline 'No Wrong Door' approach to the skills and employment systems

*West London's sub-regional 'Integration Hub'*

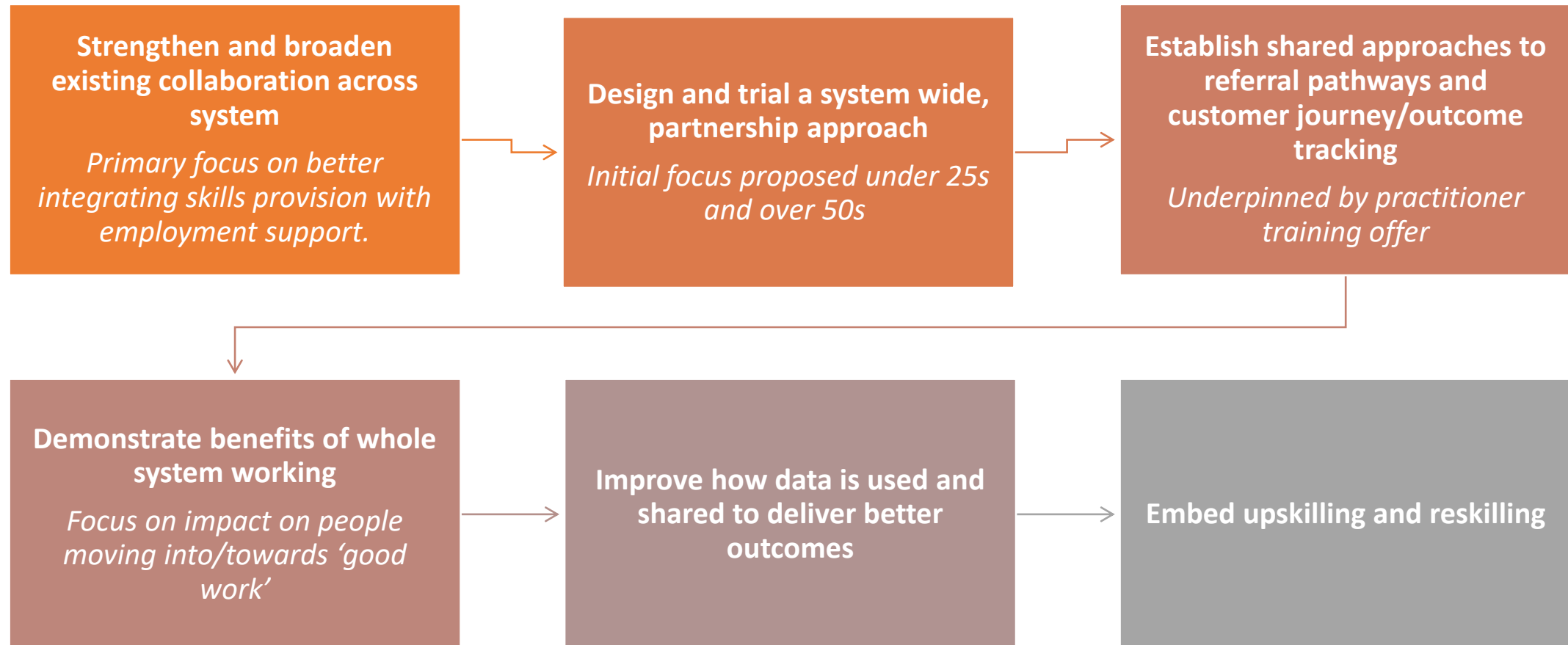
**Employer Advisory Board: West London Construction Hub**

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# An opportunity to develop a West London response to longstanding London-wide challenges

- Many **Londoners miss out on opportunities or fall between the cracks** when accessing employment or skills support.
- The London Recovery Programme proposes tackling this through a *No Wrong Door* approach, addressing:
  - **fragmentation** of public services;
  - entrenched **silos**; and
  - A **lack of join-up and local responsiveness** in the skills and employment system.
- One element involves sub-regional partnerships developing **'Integration Hubs'**, to help coordinate skills and employment support services across boroughs.

# Headline aims for system change through a West London 'Integration Hub'...



# Our plan for the pilot year of the West London Integration Hub...

Establishing pathways for referrals into and between services

Mapping out service user journeys, current resources and barriers

Mapping practitioner-level referral practices and mechanisms

Developing a prototype Integration Hub approach (e.g. shared principles, referral practices/maps, minimum levels of service, practitioner knowledge requirements)

Implementing a training package to support practitioners in new ways of working

Putting in place a strategy for connecting individual local authorities' work on improving/simplifying residents' access to services with the No Wrong Door Integration Hub model.

## ... kicked off by developing a practitioner-facing online resource in partnership with stakeholders

An enabler, supplementing and complementing practitioner training

Including the right scope and level of detail on available support to best improve advice and referrals

Drawing on existing good practice in triaging eligibility, wants and needs of service users

A mechanism to (help) improve data capture and tracking of user journeys.