

## Engagement Policy

Autus is committed to ensuring service user involvement is both meaningful and successful and will make resources available to support the participation of service users throughout the organisation.

The aims of this policy are to:

- ensure there is a consistent approach to service user involvement and engagement across Autus's services.
- set out expectations in relation to attendance, engagement, participation
- ensure public and charitable trust funds/donations are used effectively to support our client group

### 1. Sessions offered by Autus

Autus offers a range of sessions to help service users progress to work. These include:

#### a) Structured Sessions

small group sessions which comprise of workshops and tutorials for periods between 6 and 12 weeks. These sessions are designed to build confidence and skills for work.

#### b) Employability Service

For service users who are job ready we offer 1:1 focused job search with our Employability Coach or Employment Engagement Manager. Generally, these sessions will take place after a period of structured sessions or social job club but occasionally we may offer this support without the need for the above. Employability sessions are usually between 6 and 10 sessions.

#### c) Social Job Club

Weekly larger group sessions where participants can drop in when they wish to participate in workshops and group activities in accordance with the published schedule.

### 2. Attendance, Engagement and Participation

Attendance, engagement and participation in sessions is important to enable the individual to get the full benefit from the programme.

Whilst we understand that people have varying needs and commitments, where individuals are not engaging in sessions we will seek to determine

- a) the reason for persistent absence or non-participation which may involve invoking another of our policies or procedures such as Safeguarding
- b) if there is anything we can do to support service users to engage or participate in a more meaningful way
- c) what, if any, improvements or alterations to the individual learning plan to increase engagement
- d) whether an agreed temporary cessation in service is suitable

- e) AUTUS operates within an employer/employee model of conduct at all times. Language, communication and behaviour is therefore expected to be consistent with a best-practice workplace model.

### **3. Low or No Engagement**

We encourage service users to advise us if they are unable to attend sessions or no longer wish to participate in an Autus programme. We consider it a positive outcome when clients are able to communicate that they do not wish to do something at all or offer an alternative approach that will more effectively meet their needs.

With respect to low or no engagement:

- a) In the event that participants do not attend 2 consecutive sessions of the structured or employability programme without contacting us our Service Coordinator or other manager will make contact as set out in section 2 above
- b) Where participation is low in structured sessions the Session Leader will arrange for a 1:1 discussion with the participant to identify any issues, problems or concerns
- c) In the absence of any underlying issues that need to be resolved, the participant will be asked to make a commitment to the programme
- d) Individuals who do not engage with the Employment Search Commitment will no longer be eligible for 1:1 sessions with Autus employability consultants
- e) Where participants have been referred by a partner agency as part of a wider programme we will notify the partner of any problems in relation to engagement