

Connect to Work Triage and referral

Colleen Blake
Senior Employment and Skills lead

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Central Role of Community Employment Hubs

Purpose & Function

- Act as the triage single point of contact (SPOC) for all Expressions of Interest (EOIs) and referrals
- Deliver holistic assessments of individual needs, aspirations, and circumstances
- Ensure person centered planning to match participants with the most suitable support
- Coordinate seamless referral pathways across in-house services, IPS/SEQF providers, and partners

Key Benefits

- Single-entry access simplifies navigation for service users
- Prevents gaps in provision and ensures continuity of care/engagement

Network expansion

- Existing Community Employment Hubs will scale to meet CtW triage requirements
- Eligibility & Suitability Checks
- Includes coordination with DWP national team to avoid duplication
- Warm handovers to appropriate providers for eligible individuals
- Participant Tracking
- In-house MIS system monitors progress, withdrawals, and delivery failures
- Post-Provision Evaluation
- Participants return to hubs for follow-up assessments and ongoing support planning

Commitment to Quality & Seamless Experience

- Deliver CTW through a robust, person-centered model
- Leverage IPS and SEQF specialists, partner networks, and centralised triage
- Quality Assurance
- All referrals and outcomes tracked for reporting and continuous improvement
- Advisors ensure non-eligible individuals are signposted to alternative support
- Inclusive Access
- Designed to support all service users, including those returning from long-term absence

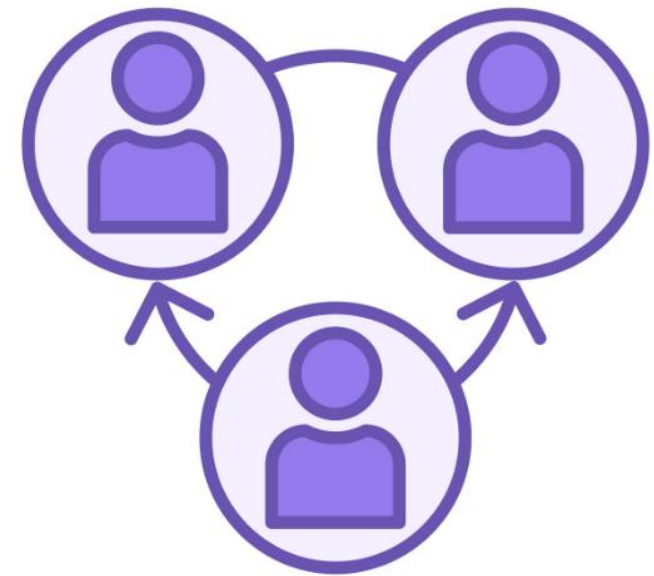


Referral sources example

- Self-referrals
- Training providers
- DWP/JCP
- NHS services & GP surgeries
- Voluntary sector organisations
- Support agencies
- Employers

Stakeholder Impact

- Strengthens collaboration across sectors
- Enhances service delivery and participant outcomes
- Builds a unified, responsive employment support ecosystem



The Community Employment Hubs offer



For all your employment support needs reach out to our friendly team, who will be happy to help you.



Contact us by mail: employmentsupport@somerset.gov.uk

Webpage: www.somerset.gov.uk/community-employment-hubs