



AKG Provider Network Update – July 3rd 2025

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AKG Head of Strategic Partnerships

Who Are We?



Ability
Knowledge
Growth



Employment



Learning



Health



INTUITIVE
THINKING
SKILLS®

Steps to your Goal Pilot – AKG Health

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Head of Operations
AKG Health



Pilot Summary



- ✓ Supporting individuals aged 50+ back into meaningful work
- ✓ Holistic, person-centred employment and health support model
- ✓ Focus on confidence, health, and sustainable employment

Partnership and Purpose



Partners:

AKG Health (previously Healthfind), health support

Triage, employment support

Centre for Ageing Better – evaluation

Aim: Duration: June 2024 – Jan 2025

Participants: 50 total (2 cohorts)

What AKG Health Delivered



- Optional health coaching embedded into the support model
- Tackled health as a key barrier to employment
- Delivered trauma-informed, strengths-based health support
- Personalised and flexible coaching approach

Our Unique Health Support Offer

- ✓ Accredited health coaches with clinical and behavioural expertise
- ✓ Tailored support for mental & physical health
- ✓ Focus on confidence, motivation, and self-management
- ✓ Delivered flexibly—by phone, online or in person
- ✓ Outcome Star to track real-life change

“They helped me manage my health and my hope.”

Key Impacts from AKG Health

- 82% had long-term health conditions
- Participants felt seen, heard, and hopeful
- Health support improved digital confidence, motivation and reduced isolation
- Holistic support made employment progress more sustainable

What we learned


- ✓ Health needs to be introduced earlier in employment support conversations
- ✓ Time-rich, emotionally connected support builds trust
- ✓ Local community insight enhances relevance
- ✓ Integration of health support is critical—not a bolt-on

The Bigger Picture

- Health barriers are often invisible until addressed
- Embedding coaching within employability models improves outcomes
- Relevant not only to the 50+ group but across all age ranges
- Long-term, person-centred health support is essential for sustainable employment outcomes



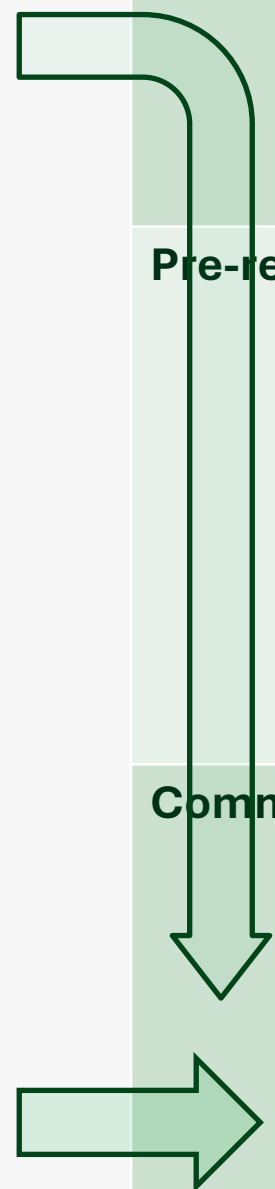
For more information
about anything relating
to AKG Health please
contact me by email
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or telephone
07734 240610

The background of the slide is a dark, semi-transparent image of an office. In the foreground, a woman with curly hair and glasses is smiling. In the background, two men are working at computers. A thick green curved line separates the office image from the dark green header area.

Ministry of Justice Commissioned Rehabilitation Services

Core elements of the MoJ's model

Stage	Community Links Worker	Education, Training and Employment	Accommodation	Finance, Benefit & Debt
Custody	<ul style="list-style-type: none"> Practical and emotional support with family issues Preparation for release 	<ul style="list-style-type: none"> No delivery 	<ul style="list-style-type: none"> Support to close or maintain tenancy on custody reception Engage family/friends to determine release address where housing need identified 	<ul style="list-style-type: none"> Casework to address urgent financial issues as result of being in custody Undertake casework to address existing debts, court fines etc
Pre-release	<ul style="list-style-type: none"> Attend pre-release boards Handover into the community In-reach meeting to prepare engagement with post-release support Support with urgent issues 	<ul style="list-style-type: none"> Liaison with prison-based education and employment support providers to identify post-release support needs Provide immediate post-release support where there is a job offer or training offer in the community 	<ul style="list-style-type: none"> Complete and follow up on Duty to Refer/Application for Assistance and referrals to suitable housing providers Support to secure accommodation (parole, ROTL, HDC and early release) Emergency support to secure temp accommodation 	
Community	<ul style="list-style-type: none"> Support the participant to engage in their community resources, activities Build supportive family & social networks Deliver practical life skills activities Accompany to appointments 1-2-1 coaching Enable peer-group support networks Build skills to sustain housing, employment and financial management 	<ul style="list-style-type: none"> Support to improve employability skills Support people with specific needs / barriers to engage with tailored training, functional skills etc Collaborate closely with Jobcentre Plus Work Coaches to tailor support Support with disclosure 	<ul style="list-style-type: none"> Help to understand housing options Submit DfR/AfAs Liaison on referrals to housing providers Practical support for people moving into new accommodation Support for people at risk of losing their accommodation and for other housing issues 	<ul style="list-style-type: none"> Facilitate access to relevant entitlements for state benefits, pensions etc Support to obtain ID and open bank account Casework to address existing debts Improve skills and understanding so people can effectively manage their finances, guidance on loans, budgeting and managing debt



Technical Support

Headlines from the MoJ's draft specification

- Provide a flexible, personalised approach based on each individual's needs, strengths, risks and circumstances
- Participants better able to build a stronger relationship with services in the community, leading to successful community reintegration
- Local alignment and integration (e.g. knowledge sharing, mutual benefit, sharing resources, shared purpose and pathways)
- Seeking greater flexibility to respond to emerging opportunities and challenges – Delivery Prioritisation Plan reviewed annually.
- 95% of funding for on programme delivery, 5% incentivisation payments linked to performance

Expected outcomes

Participant outcomes:

- Obtain and/or maintains settled/appropriate accommodation.
- Undertakes all activity to terminate tenancy/ prevent housing arrears and/or other debt on reception into custody.
- Obtains and/or maintains suitable education, training, or employment
- Improved financial situation, including (as relevant) reduced debt, increased ability to manage finances and access to all relevant benefits.
- Makes progress towards recovery from drug, alcohol addictions or other addictive behaviour.
- Improved well-being through developing their family and supportive relationships.
- Accesses support in relation to family circumstances and/or is prepared for changed family circumstances on release (custody only).
- Improved well-being through trying new and helpful ways to spend their time and/or building supportive social networks.

Lots of interest

Wave	Region	Lot	Indicative contract value per annum (May 25)
1	North West	Lot 2: Cumbria	£618,000 - £913,000
1	North West	Lot 3: Lancashire	£3.8m - £4.9m
1	Wales	Lot 1: North Wales, Dyfed-Powys	£2.1m - £2.8m
2	East Midlands	Lot 1: Derbyshire, Nottinghamshire	£4.5m - £5.7m
2	East Midlands	Lot 2: Leicestershire, Lincolnshire	£3m - £3.8m
2	East of England	Lot 2: Hertfordshire, Bedfordshire, & Cambs	£3.8m - £4.8m
2	East of England	Lot 4: Northamptonshire	£1.3m - £1.6m

Delivery partners – specialisms we are interested in

Includes, but not limited to:

- Finance, benefit and debt services
- Housing and accommodation services
- Behaviour change services
- Mentoring and personal development services for offenders in custodial and / or community settings
- Education, training and employment specialisms
- Family support services
- Lived experience
- Targeted support for people with wider complex needs

Next steps

July	August	September	October
Light touch Expression of Interest to gauge interest and experience from potential partners	Discussions with providers to explore services		
Development of Target Operating Model			
	Shortlist potential delivery partners		
	Continued analysis of lot selection		
		Further information through 2 nd stage EOI	
		Evaluation of EOIs to draw together preferred delivery partner list	
			Co-design

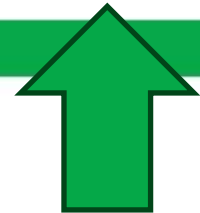


Ability Knowledge Growth

[Find out more](#)



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Working collaboratively with our Delivery Partners



- Inclusive and transparent support from a dedicated AKG Delivery Partner Manager
- Collaboration in the co-design of solutions and innovations in delivery
- Flexible and agile in providing support to identify and implement delivery solutions to meet your needs
- Regular meetings and reviews both 1-2-1 and with other delivery partners sharing in each others success
- Provision of Case Management and MI systems / Dashboards, including innovative AI and Machine Learning tools to support and enhance performance and quality
- Performance and quality management framework
- Dispute resolution process

Thank you

Q&A

