

# Report

# 10

Report to:	<b>Enterprise Resources Committee</b>
Date of Meeting:	<b>17 March 2010</b>
Report by:	<b>Executive Director (Enterprise Resources)</b>

Subject:	<b>Routes to Inclusion - Delivering the Council's Jobs Access and Employability Services</b>
----------	--

## 1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Provide details of the performance of the Council's Routes to Inclusion programme in 2009/10 and to outline key activities for 2010/2011.

## 2. Recommendation(s)

2.1. The Committee is asked to approve the following recommendation(s):-

- (1) that the interim performance of the Routes to Inclusion programme 2009/2010 be noted in an ongoing challenging labour market,
- (2) that the proposed programme of services totalling £3,462,609 for 2010/2011 be approved, including a contribution of £444,243 from Enterprise Resources.

## 3. Background

- 3.1. The Council is committed to promoting employability and access to sustainable employment opportunities, particularly for targeted priority groups through the implementation of the Routes to Inclusion policy. The mid term review of 'Connect' established a new corporate priority in the light of the recession and Council and partnership efforts to aid economic recovery. This is further evidence of the commitment to 'Support the local economy by providing the right conditions for growth, improving skills and employability'. A separate report has updated the Executive Committee on the wide range of Council and partner action which clearly demonstrates this commitment.
- 3.2 In 2009/2010 there have been increasingly difficult challenges in the operating environment for Routes to Inclusion activity:
- the continued impact of the wider economic recession which has significantly and disproportionately impacted on South Lanarkshire which has seen
    - the JSA (Job Seekers Allowance) register in South Lanarkshire increasing by 56.6% between December 2008 and December 2009, although this is the lowest annual rise in the number of claimants recorded over 12 months
    - the number of JSA claimants in South Lanarkshire claiming for 6 months or more now standing at a 10 year high with the number tripling over the past year

- the rate of 18-24 year olds claiming JSA increasing by 52% over the past year, higher than the Scottish average
- vacancies in Lanarkshire and East Dunbartonshire (the Jobcentre Plus District) in November 2009 down by 22% compared with November 2008 although again representing an ongoing improvement in the monthly year on year figures
- notified redundancies in Lanarkshire and East Dunbartonshire continuing to increase over the past few months with manufacturing, construction, utilities and distribution hit hardest.

Key responses have included:-

- ongoing implementation over two years of the ambitious £11 million Community Planning Partnership (CPP) European Programme, with Routes to Inclusion directly delivering £5.1 million of its activity
- implementation of the Fairer Scotland Fund Programme to deliver employability services directly to the heart of the most deprived communities and for very vulnerable groups
- the implementation of the new 16+ Learning Choices initiative and the Activity Agreement programme aimed at delivering improved support for the most vulnerable young people
- delivery of the high profile and ambitious Department of Work and Pension's Future Jobs Fund
- delivery of a town-centre based, information advice and guidance shop in East Kilbride as a partnership response to reduce the impact of the downturn on residents and businesses

#### **4. Performance in 2009/2010 to date**

4.1 The Council has maintained its focus on supporting those most disengaged and requiring support to access employment. The environment in which the Council and partners operate has continued to prove challenging in terms of securing sustainable job outcomes for people who are furthest from the labour market. Improving the personal capacity of key client groups and improved delivery infrastructure should ensure that services are well positioned to harness improvements in the labour market as the economy comes out of recession. Although this focus on the people requiring the greatest support has been maintained, in the past year the Council has also ensured provision has been made available to assist those who have recently faced redundancy and need help to return to work.

4.2 The table below provides details of the outcome data to December 2009.

<b>Routes to Inclusion Outcomes</b>	<b>Target</b>	<b>Actual Totals to Dec 2009</b>	<b>Performance against targets %</b>
Number of workless individuals on programmes (engagements)	<b>2000</b>	<b>3494</b>	<b>175%</b>
Number entering jobs, training and education	<b>1200</b>	<b>1006</b>	<b>84%</b>

4.3 As noted above, the range of targeted services implemented has proved successful in meeting the needs of many 'harder to reach clients'. Key elements of the programme have included:-

- ♦ **Move on Up and Steps 2** – work-focused motivational programmes which have produced significant employability and wellbeing benefits for beneficiaries
- ♦ **Aftercare support** – assisting successful job entrants sustain and progress in their employment
- ♦ **Sectoral specific training** – linking opportunity and need by supporting local companies and public sector bodies to address their recruitment needs particularly in sectors which continue to recruit
- ♦ **Mentoring and volunteering programmes** - for key client groups to develop employability skills
- ♦ **Support for Learning Disabilities** – providing funding to Council and external specialist programmes to enhance the employability of this client group
- ♦ **Connect 2** – offering practical work experience in paid employment, a VQ3 in Care and intensive support for vulnerable groups e.g. homeless people, those with experience of substance misuse, victims of domestic violence or health barriers.
- ♦ **Child Minding Development Programme** – a Scottish Urban Regeneration award winning initiative has involved working with the Scottish Child Minding Association to deliver a very successful training programme resulting in expanded childcare provision in the area while providing self-employment opportunities
- ♦ **16+ Learning Choices – development of a new approach** to deliver services to young people requiring More Choices More Chances, including the innovative Youth Jobs Fund.

4.4 Although full year data is as yet unavailable, significant progress is being made towards outcome targets despite the current climate.

4.5 As might be expected, the number of engagements has significantly increased beyond the original target as many more individuals seek support placing a different set of demands on providers. The number of positive outcomes in terms of jobs, training and education has remained encouragingly high notwithstanding the overall reduction in the number of available opportunities.

## 5. The Routes to Inclusion Programme

5.1 The previously agreed programme for 2009 to 2011 is set out in Appendix 1. This provides an indication of the range of developments and activities at a broad programme level together with the priorities for the coming year. Outcome targets have been revised for the coming year based on the current year's experience. The activities outlined build on those previously undertaken and will aim to support partner services collectively contributing towards meeting jointly agreed targets in the Single Outcome Agreement.

5.2 The programme of activity will primarily focus on the SIMD 2009 worst 15% datazones. However, some services will be delivered outwith these areas to respond to the needs of priority client groups. In addition to continuing to meet the needs of long term unemployed people who are furthest from the labour market, flexibility and additional resource will again be provided to the Community Intermediary Organisation (Routes to Work South) to ensure an effective contribution to partnership action that supports people who have been or will be made redundant.

## 6. Employee Implications

6.1 There are no employee implications.

## **7. Financial Implications**

- 7.1 The budget for the overall programme outlined was agreed by the Committee and the Partnership at the beginning of 2008 for a three year period supported by European, Fairer Scotland Fund and Enterprise Resources funding. Resources required to support the Council's employability services for 2010/2011 are summarised as follows:

	2010/2011 £
<b>CPP EU</b>	<b>970,643</b>
<b>Fairer Scotland Fund</b>	<b>2,047,723</b>
<b>Enterprise Resources</b>	<b>444,243</b>
<b>Total</b>	<b>£3,462,609</b>

## **8. Other Implications**

- 8.1 There are no other implications.

## **9. Equality Impact Assessment and Consultation Arrangements**

- 9.1 This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and, therefore, no impact assessment is required.
- 9.2 Partners, local communities, service users, employers and local delivery organisations have been consulted in the design and development of the relevant components of the Routes to Inclusion programme.

**Colin McDowall**  
**Executive Director (Enterprise Resources)**

22 February 2010

### **Link(s) to Council Objectives and Values**

- Tackling disadvantage and deprivation
- Supporting the local economy by providing the right conditions for growth, improving skills and employability

### **Previous References**

- Enterprise Committee Report 20 May 2009 - Routes to Inclusion – Delivering the Council's Jobs Access and Employability Services

### **List of Background Papers**

- None

### **Contact for Further Information**

If you would like to inspect the background papers or want further information, please contact:- Anne Shiels, Routes to Inclusion Manager, Regeneration Services  
Ext: 4561 (Tel: 01698 454561)  
E-mail: [anne.shiels@southlanarkshire.gov.uk](mailto:anne.shiels@southlanarkshire.gov.uk).

## Appendix 1

Initiatives	Description	Targets 09/11	Total Cost 10/11
More Choices More Chances	<p>To coordinate the partnership activity to support young people who require More Choices More Chances (MCMC). This includes implementation of 16+ Learning Choices across all schools by summer 2010, the introduction of initiatives and activities to support young people aged 16+, not in education, employment or training and those at risk of falling into this category. The participants have traditionally been young people leaving school with few or poor qualifications or basic skills, looked after and accommodated (care leavers), young people with social and health issues, offending background etc. However, the economic downturn is likely to negatively impact this group and the cohort of those requiring support is likely to increase.</p> <p>The 16+ Learning Choices will be delivered by a range of providers and will address individual issues and improve personal capacity. The RTI programme is an element of the overall support on offer and will fill gaps in employability focussed provision. Key elements will include: core skills development, mentoring support, advocacy, advice and life skills provision.</p> <p>The programme will dovetail with the ongoing interventions from school-based activity and ensure that vulnerable young people are included in key developments.</p> <p>Central to progression will be training and work placements where beneficiaries will have the opportunity to gain the attitudes, behaviours and qualifications recognised by employers seeking to recruit potential candidates.</p> <p><b>Key priorities for 2009/2011</b> include employability interventions such as Life Skills, mentoring, work placements and vocational training as appropriate</p>	<p>400 referred/ engaged</p> <p>80% enhanced employability</p> <p>60% into employment, training or further education</p> <p>10% Increase in the uptake of volunteering opportunities</p>	<p>Enterprise Resources £70,000</p> <p>ESF £92,250</p> <p>FSF £154,070</p> <p><b>Total £316,320</b></p>

Partnership Developments	<p>Critical to joined up working is the establishment and implementation of co-ordinated partnership activity including marketing, consultations and client feedback processes, and development of new innovative approaches to help harder to reach clients.</p> <p>New programmes and initiatives will be developed, piloted and evaluated and best practice adopted where practicable.</p> <p><b>Key priorities for 2009/2011</b> – Implementation of partnership charters around Clyde Gateway, M74, implementation of the findings of the Best Value review of Routes to Inclusion to include improved marketing and promotion of activity, policy and partnership developments with Education, Social Work, NHS, Jobcentre Plus and employers</p>	<p>Co-ordinated marketing campaigns</p> <p>Introduction of new partnership charters and implementation of those already developed</p> <p>Operation of up to 5 pilot initiatives which deliver more joined up services between agencies.</p>	<p>FSF £32,394</p> <p><b>Total £32,394</b></p>
Infrastructure developments	<p>Routes to Inclusion partners have sought to develop a more robust infrastructure to support workless groups, proposed further developments required include:</p> <ul style="list-style-type: none"> <li>• Management information system - This will facilitate the storage and sharing of client information, tracking of clients and interventions, identifying provider input and provide a basis for quantitative and qualitative reports on clients and services</li> <li>• Compliant IT systems/processes – the introduction of unified IT systems and processes covering all aspects of the clients' employability journey from engagement through to positive outcome and aftercare delivery. This is required to support the implementation of 16+ Learning Choices and will provide auditable records of delivery suitable for European and Scottish Govt purposes including the development of multi functional tools such as "Single Shared Assessment" toolkit.</li> <li>• Further development/enhancement of Community Intermediary structures involving the implementation of</li> </ul>	<p>Incorporation of community benefits within contract procurement procedures</p> <p>New employability approaches linked to major flagship projects.</p> <p>Implementation of management information systems and robust compatible systems across all employability provision</p> <p>Successful implementation of CPP European Programme</p> <p>Operation of "Single Shared Assessment" Toolkit</p>	<p>FSF £318,149</p> <p><b>Total £318,149</b></p>

	<p>Learn Direct accreditation, incorporation and delivery.</p> <ul style="list-style-type: none"> <li>• Development and design of “Healthy Working Lives” case management toolkits</li> <li>• Identifying and implementing best practice around key areas of delivery e.g. engagement and aftercare and ensure these are built into provision</li> <li>• Investigating and exploiting community benefits from public sector purchasing and major capital developments</li> <li>• Evaluating and mainstreaming best practice</li> <li>• Design and incorporation of marketing protocols</li> <li>• Research of employer intermediary best practice</li> </ul> <p><b>Key priorities 2009/2011</b> - marketing, enhancement and roll out of community intermediary structure including further development of employer intermediary structure as part of RTI strategy. Incorporation of community benefits with contract procurement procedures and development of employability services linked to major flagship projects.</p>	<p>Implementation of Individual Learning accounts (ILA's)</p> <p>Implementation of Video Conferencing/case conferencing activity</p> <p>Implementation of holistic marketing/publicity approaches</p> <p>Implementation of employer intermediary best practice</p>	
Key Client Group Developments	<p>Target key groups including; Families, Homelessness, Substance misuse, Lone Parents etc Interventions to engage and support progression including motivational programmes and community intermediary activity. Projects will address employability needs through the development of an individual action plan to help individuals gain employment, training and education. This will include</p> <ul style="list-style-type: none"> <li>• The introduction of an innovative ‘workless families’ model whereby specific families who have experienced generational unemployment will be targeted and all family members will be offered intensive support to develop the skills, attitudes and behaviours required in the labour market. This may involve young people who are requiring More Choices, More Chances through to parents, grand parents and extended family networks.</li> <li>• Specialist programmes to support people with multiple</li> </ul>	<p>Engage 5000 beneficiaries (approx 2500 p.a.)</p> <p>90% progressed</p> <p>55% into employment</p> <p>10% into training</p> <p>15% into further education</p> <p>5% into volunteering</p>	<p>Enterprise Resources</p> <p>£325,206</p> <p>FSF £986,348</p> <p>Europe £702,893</p> <p><b>Total £2,014,447</b></p>

	<p>and complex barriers – mental health &amp; well being issues, health and disabilities, ex-offenders or people who have had substance misuse issues including Intermediate Labour Market responses</p> <ul style="list-style-type: none"> <li>• Volunteering – enhancing employability for key groups through increasing opportunities and strengthening the support they receive when volunteering. This will enhance employability skills.</li> <li>• Maximising newly introduced flexibilities to support work of community benefit and facilitate training and support on offer to workless people</li> <li>• Evaluating and mainstreaming best practice gained through Workforce Plus</li> <li>• Developments responding to opportunities from community benefits of procurement</li> <li>• Pre-recruitment programmes with a vocational training strand</li> </ul> <p><b>Key priorities 2009/2011</b> Implement and deliver key programmes and projects to vulnerable client groups</p>		
Sectoral Development	<p>This will be particularly challenging however, Employer focused activity supporting key sectors e.g. care and construction is planned. This will include the development of innovative programmes to ensure client retention in employment and is building on the success of employer led/demand led customised programmes which have been designed in partnership with employers, training providers and clients.</p> <p>Pre-recruitment programmes will be developed within the identified sector and appropriate vocational training, work placements and industry recognised qualifications will be delivered to maximise benefits to both local employers and workless groups. Examples of this activity in the past have</p>	<p>Of the total 5000 beneficiaries 2300 will be engaged in sectoral training Of these 50% will enter sustained employment and 60% achieving industry valued skills</p> <p>100 local employers supported</p> <p>Expansion of Intermediate Labour Market initiatives such as Rebuilding Opportunities and Connect 2 and the</p>	<p>Enterprise £49,037 FSF £556,762 Europe £175,500</p> <p><b>Total £781,299</b></p>



	<p>included Connect 2, Social Care and Flooring Skills Programmes. Which have delivered sustainable, well paid employment opportunities for clients who have had multiple barriers.</p> <p><b>Key priorities 2009/2011</b></p> <p>Implement and deliver targeted interventions including work of community benefit programmes and intermediate labour market programmes to meet the diverse needs of employers and vulnerable client groups</p>	<p>development of a Workfirst programme to offer work of community benefit to unemployed people.</p>	
--	---	--	--