

REPORT TO: Policy Performance and Review Committee

MEETING DATE: 24 March 2015

BY: Depute Chief Executive (Partnerships and Community)

SUBJECT: East Lothian Works

1 PURPOSE

- 1.1 To highlight the range of employability support, interventions and activities provided by East Lothian Works together with a summary of outcomes and progress achieved.
- 1.2 To provide specific update regarding progress made on the implementation of the Scottish Government Youth Employment Scotland Fund, in particular the exceeding of agreed targets for Modern Apprenticeship and Graduate Placements; and for work training experience for vulnerable young people across the Council.

2 RECOMMENDATIONS

- 2.1 To note the contents of this report and acknowledge the wide range of interventions available generally to improve employability outcomes for individuals and communities across East Lothian.
- 2.2 To note specifically the progress made on the implementation of the Scottish Government Youth Employment Scotland Fund and in particular the exceeding of agreed targets for Modern Apprenticeship and Graduate placements; and for work training experience for vulnerable young people across the Council.
- 2.3 To acknowledge the work being undertaken to improve arrangements for future monitoring and tracking of individual participant journeys utilising the Strategic Skills Pipeline Approach and Caselink MIS.

3 BACKGROUND

- 3.1 East Lothian Works, East Lothian's employability hub, brings together all employability-related services under the East Lothian *One Council Approach*. East Lothian Works is the central point of contact for employment advice and training and works closely in partnership with a

number of external partners including Queen Margaret University, Edinburgh College, Skills Development Scotland, DWP Job Centre Plus and a range of Third Sector Agencies and adopts a Strategic Skills Pipeline approach to managing throughput of client referrals.

- 3.2 The fundamental aim of the pipeline is to provide a range of tailored support for different groups of young people and adults on their journey toward and into sustained employment. The pipeline is broken down into the following stages with further detail and information outlined in **Appendix 1**.

- Stage 1:** Engagement, Assessment and Referral
- Stage 2:** Needs Assessment and Barrier Removal
- Stage 3:** Vocational Activity
- Stage 4:** Employer Engagement and Job Matching
- Stage 5:** In Work Support and Aftercare

- 3.3 The strategic skills pipeline, used by all Local Authorities, is a route map identifying national and local service provision which is available to support people into employment through a staged process, at the core of which, is the identification of individual need. Individuals can progress at different rates through the pipeline and it is not always essential to move through every stage. It is however vital that each young person or adult starts at the stage of the pipeline that is suitable for them and that they are supported to progress through a route toward an outcome which works for them as individuals.
- 3.4 Tracking of individual participants *journeys* through the pipeline stages is complex and it has always been recognised that a robust Management Information System (MIS) is essential to ensure absolute confidence in reporting employability outcomes. Often individuals might dip in and out of employment, or perhaps return to take up or re-engage with services offered. Often individuals may benefit from more than one input support.
- 3.5 There are currently a limited number of such MIS systems in place across Scottish Local Authorities and only in those Authorities who have been in receipt of European Structural Funding (ESF) for employability pipelines for some years and where stringent European Commission audit compliance arrangements exist to monitor this complexity. Given that East Lothian Council were recently advised by Scottish Government of a notional allocation of ESF employability funding, a Service Level Agreement with City of Edinburgh Council has been negotiated to enable access to Caselink MIS. This will enable more effective tracking of individual participant journeys leading to improved confidence across the

Council in adhering to potentially more stringent audit and compliance arrangements in the event of future ESF bid application for strategic employability pipeline being successful.

STRATEGIC SKILLS PIPELINE STAGES 1 and 2

- 3.6 At Stages 1 and 2 of the pipeline and typically for those young people aged 16 to 19 years and those furthest from the labour market, Activity Agreements (AA) continue to see a rise in referrals including those young people with disabilities and mental health issues. In 2014 – 2015 we have had daily enquiries which have resulted in 85 referrals with 40 young people currently engaging in a variety of bespoke programmes to best address their needs. Services include personal development wilderness journeys; equine assisted therapy; green woodworking and bushcraft skills; counselling; literacy support, and aromatherapy.
- 3.7 All the young people on AA are considered to have particular needs and many have significant hurdles to overcome in order to access employment or engage with education or training. Many have poor mental health and many take medication to alleviate symptoms of ADHD; anxiety; disrupted sleep; psychosis, etc. Despite the challenges and time commitment involved we continue to maintain a 67% success rate for positive outcomes in comparison to the 72% national average.

STRATEGIC SKILLS PIPELINE STAGE 3

- 3.8 For adults at Stage 3 of the pipeline we have introduced local community based Skills for Work programmes. Working in partnership with Edinburgh College and First Step, course participants are encouraged to explore, build on and gain accreditation for their skills, knowledge and attributes needed to flourish in Early Education and Social Care employment sectors. This includes developing core skills such as literacy, numeracy and ICT as well as accredited qualifications in Emergency First Aid, Elementary Food Hygiene; Introduction to Child Protection Level 1. A total of 33 learners are currently engaging in this aspect of provision.
- 3.9 The New Opportunities East Lothian (NOEL) project also targets and supports adult learners from Stage 3 of the pipeline and predominately those in the west of the county with the aim of removing the barriers to returning to employment or starting employment for the first time. Participants are engaged in a short course, building personal confidence to learn, developing IT skills and providing qualifications for those who have few or no recognised qualifications. A work experience placement is also supported with access to career guidance and further learning opportunities. From the most recent cohort of 13 participants, 11 are expected to achieve SCQF level 3/4 SQA Unit Building Own Employability Skills and a further 21 participants from Musselburgh,

Prestonpans and Haddington have also engaged in outreach engagement activities of short term duration including many participants who are learning English as a second language.

- 3.10 Work also continues in partnership with Department for Work and Pensions again targeting adults at Stage 3 through the Flexible Support funded Information Communications Technology (ICT) project. The aim of this 3 day course is to equip learners with the ICT skills to effectively compete for jobs in the labour market.

The course provides a mix of tutor led and learner centred activity which allows participants to engage with ICT for the first time through to building their own CV, opening email accounts, enrolling on Universal Job Match, online job applications and Internet safety. From January 2012 to March 2014 this programme engaged 116 Job Centre customers and since September 2014 March 2015, 33 participants have benefitted from the course.

- 3.11 Developing the Young Workforce (DYW), Scotland's Youth Employment Strategy is a key driver of East Lothian Works activity and the Council's Work Experience Programme has over the current academic year expanded quite dramatically due to individual need in relation to supporting engagement with the curriculum, pre-vocational options and adult provision.

The figures in the table below are for the current academic year to date and will increase due to schools looking for work experience placements for pupils who are not going to be on study leave during May. There will also be requests for extended placements for pupils who plan to leave school at Christmas due to them having completed their academic career by the end of S4 but not having reached the legal school leaving age, and unable to leave full-time education until after 20 December 2015.

Referral Source	School (S3 – S6)	Activity Agreements (Post school to age 20)	Pre-Voc Courses (S3 - S6)	NOEL (Adult)	External Partners / Other ELC Depts
Placements to be sourced	19	4	0	0	2
Placements currently active	44	3	4	9	0
Completed Placement Requests	64	11	37	4	1
Totals	127	18	41	13	3

Figures indicate the number of placements which have been requested however the numbers of individual referrals which have been submitted are 191 in total as some individuals may have required more than 1

placement. 9 of the 191 have been for individuals with additional support needs with 2 being for young people with Autism and another for a young person with Autistic tendencies.

- 3.12 Community Benefits in Procurement provide a vital contribution to DYW and since the start of this year 27 local private sector companies have offered opportunities covering a variety of vocational areas including Construction, Care and Food Provision. This includes work experience placements where 12 placements have been offered; Career Talks - 5 companies have offered, and Mock Interviews – 6 companies have offered these

Key and emerging successes in this area of work include CANON UK and this company's well established engagement and employability relations with Knox Academy and recent extension to include Dunbar Grammar and Ross High schools.

Community Benefits in Procurement is an area of work prioritised necessary to support further the implementation of DYW.

STRATEGIC SKILLS PIPELINE STAGES 4 and 5

- 3.13 In July East Lothian Council was awarded a combined Scottish Government and European Social fund grant of £238,191 to manage the delivery of the Youth Employment Scotland Fund. The fund, essentially a wage subsidy scheme to support the creation of sustainable job opportunities (including Modern Apprenticeships) within the private sector for unemployed 16-24 year olds.
- 3.14 In November 2013 Scottish Government agreed to broaden the scope of eligible activity to make best possible use of the fund and increased the original grant award to £377,000 extending the fund to accommodate Modern Apprenticeships, Graduate Programmes and Local Authority Paid Work Experience (Jobs Training Programme). This award had the potential to create a total of 166 new jobs for young people.
- 3.15 Cabinet in January 2014 agreed to acknowledge and support the East Lothian Works initiative and in particular the commitment and effort from all Council Services in developing employment and training opportunities across the Council and Community Planning Partners. Cabinet also agreed to take full advantage of the opportunities presented by the Youth Employment Scotland Fund and agreed targets to be achieved as follows:
- Create 30 new grant funded 6 month paid work training experience opportunities throughout the Council for vulnerable young people.
 - Create an additional 12 grant funded Modern Apprenticeship/graduate placement opportunities throughout the Council

3.16 To date the fund has supported a total of 163 young people who have benefitted from paid work or paid work experience job opportunities.

- 107 young people employed in new jobs in the private sector.
- 56 young people employed within the Council, including 39 paid work experience placements, 8 graduate internships and 9 new modern apprenticeship opportunities.

Placements have been accommodated across service areas ; Countryside & Landscape10; Property maintenance 5; Administration 5; Customer Services 1;; Community Development Assistant 2; Care Assistant 3; Kitchen Assistant 2; Classroom Assistant 1; Leisure Assistant 1; Waste Services 8, and Countryside Rangers 1 with the table below outlining the various ages and eligibility criteria of participants.

Age	16-18		19-20		21-23		24+	
No of referrals	15		13		10		1	
Gender	M (7) F (8)		M (9) F (4)		M (7) F (3)		M (1)	
Criteria	Looked After	3	Looked After	4	Looked After	1		
	Adult Literacy Numeracy	9	Adult Literacy Numeracy	5	Adult Literacy Numeracy	3	Adult Literacy Numeracy	1
	Additional Support Needs	3	Additional Support Needs	2	Additional Support Needs	6		
			Youth Justice	1				
			Young Carer	1				
Early Leavers/ withdrawn	M (2) F (1)		M (4) F (2)		M (1)			

3.17 Following on from the YES Fund paid work experience programme, the table over illustrates those that have moved into a positive destination.

DESTINATION	Gender	No	Gender	No
Employment	Male	6	Female	1
Further Education	Male	1	Female	0
DWP Training Programme	Male	6	Female	0
Vocational Ops Programme	Male	0	Female	4
Adult Literacy/Numeracy	Male	1	Female	0
Referred to partner agency (e.g Bridges)	Male	1	Female	1
Supported by East Lothian Works in preparation of referral to Employability Fund	Male	0	Female	3
Employability Fund	Male	1	Female	1
Unknown	Male	2	Female	1
TOTAL	Male	19	Female	11

As part of East Lothian Works paid work experience programme, a most recent initiative has prompted participation in a pilot project to deliver the Certificate of Work Readiness (SCQF level 4) in partnership with Skills Development Scotland. Funding of £4,950 has enabled further roll out this customised award is designed specifically for young people who are ready to experience the world of work for the first time but require some guided support.

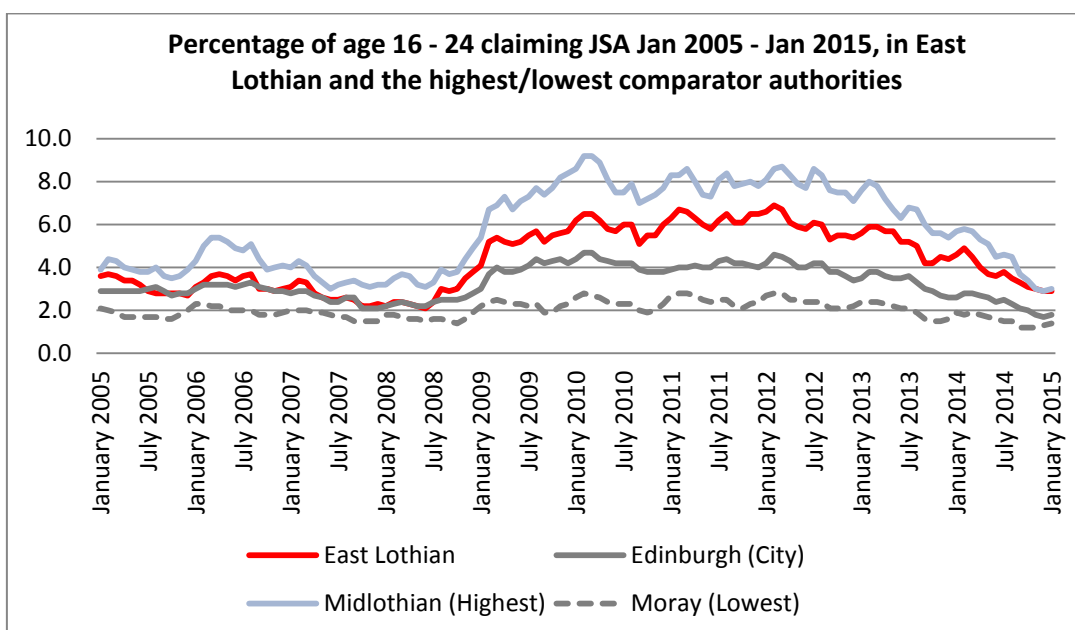
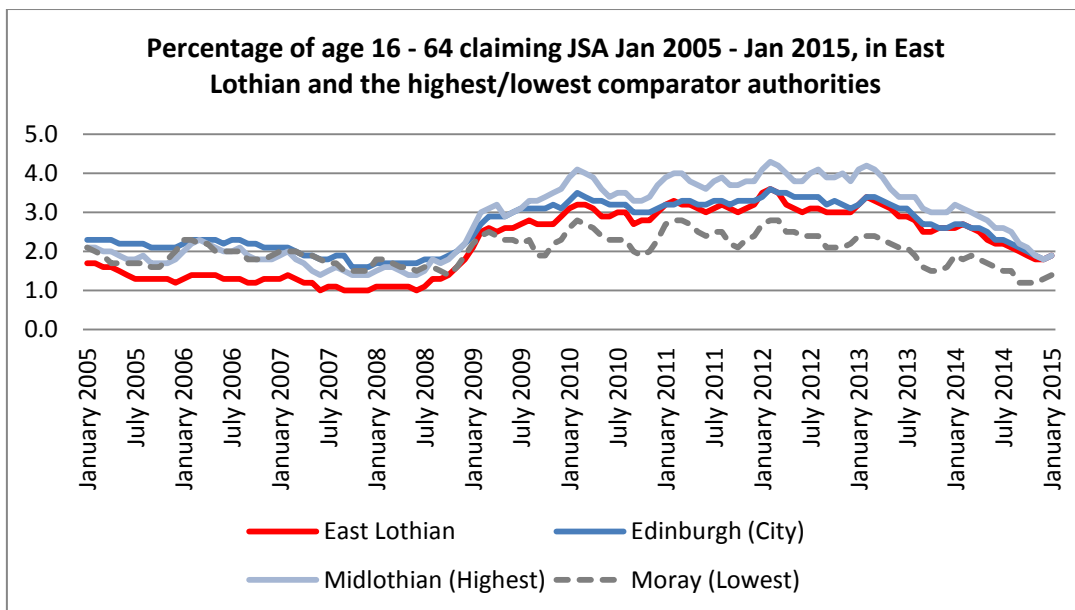
- 3.18 New partnership relations have also been developed with Fort Kinnaird Recruitment and Skills Centre on the boundaries of Musselburgh to ensure dedicated support for East Lothian residents' accessing employment opportunities at Fort Kinnaird. The Centre focuses on clients at Stage 4 and 5 of the Strategic Skills Pipeline and over the Christmas recruitment period in 2014, 40% (184 clients) who registered for work through the Recruitment Centre came from East Lothian. East Lothian Works staff support clients with job applications and CVs and work is currently ongoing to explore how this partnership can be enhanced to extend and support access to job opportunities for our residents on an ongoing basis
- 3.19 Operating across several stages of the pipeline East Lothian Works continues to support a total of 86 people with either physical or learning disabilities. 35 are in volunteer or work experience placements, 8 are on training and 12 are in paid employment, with 31 being supported to find placements or jobs. An additional 51 disabled people, their families and employers are also supported by providing long term, as-required, back-up and support. A recent grant award of £4,440 by Scottish Strategy for Autism has enabled the service to engage with an additional 5 people with ASD, 4 of who are under 21. A total of 13 ASD service users' are currently being supported at various stages of the pipeline.

Working in close partnership with Intowork, who are based in East Lothian Works, clients with either physical or learning disabilities were also successfully supported to gain access to benefit sums totalling in excess of £110,000 in 2013-14 with third quarter figures for 2014-15

currently in excess of £140,000. Almost all clients were unaware of their eligibility and entitlement to such measures of statutory benefit support.

3.20 Key Performance Indicators

Key performance data continues to be collated and monitored to enable comparison with other neighbouring and comparator local authority areas. Trends in unemployment levels for adults aged 16-64 are consistent with those in other areas. For young people aged 16 -24 and despite displaying the same trends as the adult population, in percentage terms these still remain comparatively higher and continue to be the focus of much attention.



3.21 Numbers of unemployed people participating in Council funded or operated employability programmes and numbers of unemployed people assisted into work from Council funded or operated employability programmes are both reported quarterly on AspireView and both continue to reveal positive upturns in trends.

East Lothian continues to achieve incremental improvement in school leaver positive destination results, the most recent increasing from 89.9% to 92.2% of young people leaving school and moving into employment, training or further education.

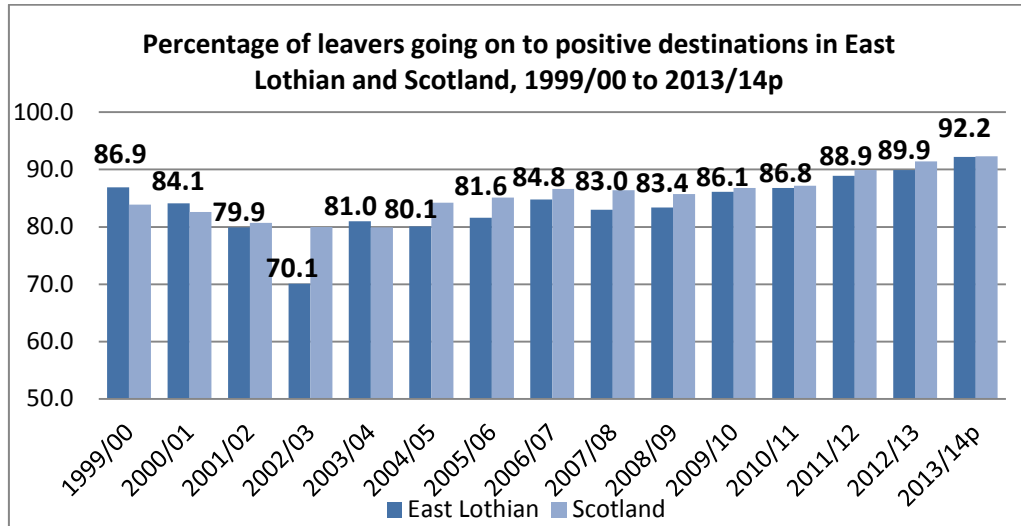


Figure 1: Percentage of leavers going onto positive destinations in East Lothian and Scotland. 2013/14 figures provisional initial follow up (Skills Development Scotland).

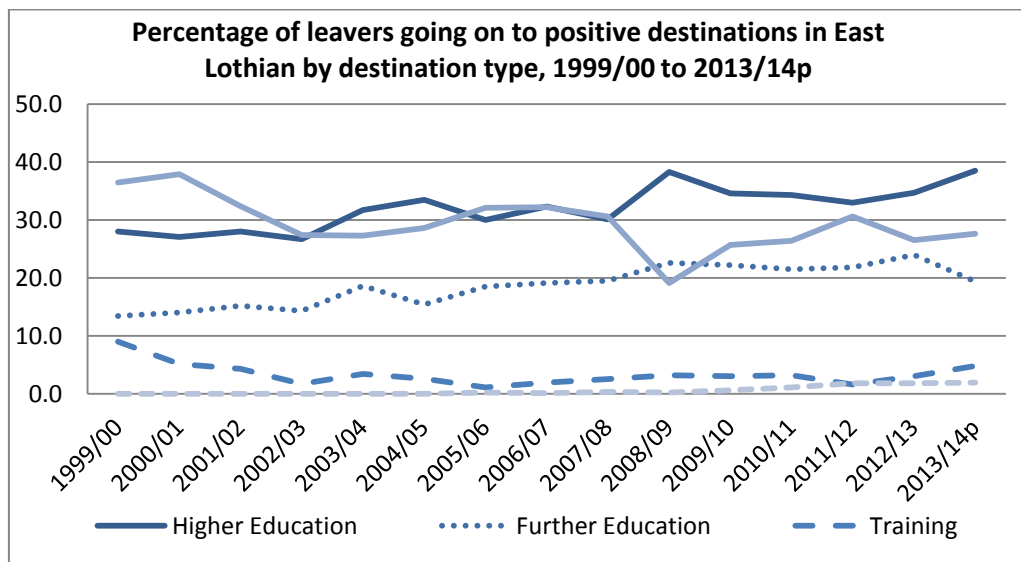


Figure 2: Percentage of leavers going on to positive destinations in East Lothian by destination type. 2013/14 figures provisional initial follow up (Skills Development Scotland).

4 POLICY IMPLICATIONS

- 4.1 As per the East Lothian Community Planning Economic Development Strategy – Strategic Project, Develop More Sustainable Employment Pathways in East Lothian.

5 EQUALITIES IMPACT ASSESSMENT

- 5.1 This report is not applicable to the wellbeing of equalities groups and an Equality Impact Assessment is not required.

6 RESOURCE IMPLICATIONS

- 6.1 Financial - none
6.2 Personnel - none
6.3 Other - none

7 BACKGROUND PAPERS

- 7.1 The Scottish Government Economic Development Strategy
<http://www.gov.scot/Topics/Economy/EconomicStrategy>
- 7.2 East Lothian Community Planning Economic Development Strategy
http://www.eastlothian.gov.uk/downloads/download/1831/east_lothian_economic_development_strategy_2012_-2022
- 7.3 Education Working for All – Commission for Developing Scotland’s young workforce final report
<http://www.scotland.gov.uk/Publications/2014/06/4089/downloads>
- 7.4 Developing the Young Workforce – Scotland’s Youth Employment Strategy - Implementing the recommendations of the Commission for Developing Scotland’s young workforce
<http://www.gov.scot/Publications/2014/12/7750/downloads>

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APPENDIX 1

- **Stage 1 – Registration, Assessment and Case Management** – This stage involves the initial referral and engagement and is the entry point into the employability pipeline for all clients. Initial meeting will involve checking eligibility and assessing the client's needs, assessing what provision is most suited to the client's circumstances, and agreeing the first steps of the pipeline journey (suitable stage and activity). An action plan will detail this information and information will be gathered via the Management Information System (Caselink). A Case Manager will be assigned to the individual and will maintain responsibility for the client's journey and ongoing engagement and support.
- **Stage 2 – Overcoming Barriers** - At this stage, clients require a significant level of support to help them to remain engaged and move forward in terms of meeting their educational, skills, personal and social development needs. Barrier removal often involves specialist provision and a wide ranging package of intensive, often prolonged, support tailored to the needs of the individual. This stage will identify and address barriers e.g. childcare, debt, addictions, criminal record, homelessness, confidence, motivation, core skills deficit, health, etc.
- **Stage 3 – Employability Training** – Stage 3 activity has a specific employability focus and are usually designed for clients who are closer to the labour market but require to brush up on their general employability skills, develop some sector specific skills and potentially gain some work experience in a workplace. Developing the clients employability skills would aim to improve skills in jobsearching, job application, and interview technique. Specific vocational training, work experience and volunteering activities.
- **Stage 4 – Work Focused Activity** – Activity at this stage are designed for clients who are job ready and require support to access appropriate employment. Activity will focus on employer support, engagement and job matching. This will involve supporting client's source vacancies through a range of employers, supporting employees through submitting CV's, application forms and preparing clients for real interviews. Individually tailored work experience placements designed to provide a realistic insight into the working environment, whilst providing ongoing support by Employment Support Workers. Jobmatching for young people to employers who receive a wage subsidy to employ the young people for 6 months.
- **Stage 5 – Inwork Aftercare and Workforce Skills Development** – This stage focuses on ensuring clients are able to sustain work, clients who have secured work will receive ongoing support through regular contact and reviews, any issues can be addressed and if further training is required this can be identified to ensure employment is sustained. Debt and money management advice will be available to support clients who have moved from benefits into work and may need ongoing support around managing money and debt. Vocational skills training for low skills and low waged employees. Specific training to up-skill around self employment and business start-up.