

Area ACE Questions for Employment and Skills

1. How many jobs have been created on the Living Wage – and what types of jobs are these?

In April 2016 the Governments new National Living Wage will come into effect. All workers aged 25 or over and not in the first year of an apprenticeship will be legally entitled to at least £7.20 per hour.

As of today, apprentices aged 16-18 are entitled to £3.30 an hour. This rate also applies to those aged 19 and over who are in the first year of their training programme. After 12 months, adult apprentices are entitled to the national minimum wage which is £5.13 (18-20), £6.70 (21 and over) an hour.

The Nottingham Jobs Fund team offers a financial incentive to businesses and this will ensure that apprentices are on the national minimum wage (£6.70) as opposed to the apprenticeship rate (£3.30). This also guarantees a full time job for at least a year. Hub vacancies promote all businesses within the city and presently this could be living wage or minimum wage.

The Step into Work Programme (SiWP) helps young people aged 18-29 gain skills, confidence and experience in order to get into employment. It doesn't create jobs as such as support young people into existing opportunities

The team at City College Nottingham (CCN) that delivers the SiWP makes sure that the young people that go into employment are paid according to what they are entitled or more. There are numerous sectors that the young people have gained employment in. These sectors include; hospitality, sport, construction, IT, retail, call centres and business administration.

2. How is performance happening against targets set at the start of the contract?

CCN was awarded the contract 10 months later than the other providers. Since December 2014, CCN has engaged with 113 young people onto the SiWP. 45 of these have gone into employment or an apprenticeship (17 so far sustained for 6 months or more) while 6 into full-time education. CCN has hit the 40% contractual target of job outcomes and this ranks CCN joint 3rd in job outcomes.

3. What is the exact unit cost per head? At the last meeting, £600 was quoted.

The unit cost works out roughly £600 per head for a sustained job outcome.

4. Are any of the jobs being created zero contract hours?

CCN is not aware of any young persons who are on a zero hour contract from SiWP.

Currently the employment law allows employers to issue zero hour contracts, on which CCN has no control, however the organisation follows a policy of discouraging clients to take jobs at zero hour contracts.

Nottingham Jobs funded vacancies are vetted vacancies; they guarantee a minimum of 30 hours/week minimum, paid at minimum wage, and we promote this opportunities primarily to our clients.

5. How permanent are the jobs being created, and what types of jobs are they?

The majority of the jobs young people obtain through the SiWP are full-time, based on 30 to 40 hours a week. The requirement of the contract states that CCN needs to track the young people that are into employment for 26 weeks (6 months). In the 26th week of employment the employer has to send a confirmation that the young person is still employed and therefore the job can be listed as sustained.

There are vast sectors that the young people have gained employment in. These sectors include; hospitality, sport, construction, IT, retail, call centres and business administration.

Based on the individual plan of the young person, the employment advisors make sure to support the young people in obtaining a job in their preferred sector. Employment advisors have 1:1 sessions with the young people to help them with the following:

- CV writing
- Application forms
- Covering letters
- Job searching activities
- Confidence-building and self-esteem
- Interview preparations

6. This area was the joint worst provider in Nottingham – what are the providers going to do to catch up? Is it the contract or the provider that is failing?

CCN was awarded the contract 10 months later than the other providers and therefore it needed some time to establish its presence in the community. In the past year CCN has helped 45 young people to obtain employment and is currently supporting 40 young people to seek and get into employment. CCN has now got a strong infrastructure in place through the 16 different job clubs a week. Most of these job clubs take place in Area 6. At present CCN is ranking 3rd in job outcomes and 5th in programme starts and made a significant improvement since the last 6 months. In fact, CCN has hit the contractual target of 40% progression into work, surpassing Areas 1,3,4 and 8 in performance. CCN will continue to work hard to reach as much young people as possible in order to support them in obtaining jobs. CCN has got a stronger presence in the community now, and since January 2016 CCN has started to deliver 1:1 sessions to JSA claimants at Loxley House.

7. What is the impact on young people dropping out of the scheme?

There is no proof of the impact on young people dropping out of the Step into Work programme. CCN engages with all young people on the programme and will try all means of communication (email, text, telephone and letters) to keep the client engaged. If the client misses three sessions in a row, they will be referred back to our named DWP advisor on a daily/weekly basis who will then put a note on the clients file to contact CCN.

Through our monthly sessions with DWP, Futures and Nottingham City Council we will discuss disengaged clients and look at the best way of supporting the young person.

At times young people disengage from the programme because they move out of area or for personal reasons.

8. Is the nature of the programme unsuitable?

The programme is well put together and is having an impact in the labour market. Unemployment in Nottingham has decreased and unemployed young people are being engaged and supported towards employment.

It is important to keep in mind that not every authority has a programme to support people in finding employment. In fact, Nottingham is one of the few cities that provide an opportunity to residents to receive further support and guidance to obtain employment. These programmes and this kind of support is one of the reasons that unemployment has decreased in Nottingham. In fact, in December 2015 there were 1,545 people less than December 2014 that were claiming JSA. There were 6,845 unemployed people from Nottingham City in December 2015. This was a fall of 18.4% since last year (Nottingham City Council, 2015.)

In December 2015 there were 620 people from St. Ann's, 365 from Mapperley and 405 from the Dales that were unemployed. Respectively, this is 20%, 17% and 21.4% less than last year (Nottingham City Council, 2015.)

9. What are the targets for Area Committee East (Dales, Mapperley and St Ann's)?

The current target to March 2016 for Area 6 for the SiWP is to engage 175 local young people in which 71 need to go into employment while 123 into learning. The target for 2017-18 will be 143 with 57 into employment and 100 into learning. However, this will increase should the Youth Employment Initiative come on line in April.

Cluster Meeting Questions

Tell us how easy it is for

1. Young people in areas such as Clifton and other outer estates to attend job centres / job shops how is this being addressed?

Nottingham has a very good transport network; this makes travel from outer estates into the city is very easy. Attendance at JCP on non signing days allows citizens to access travel costs for those journeys. In addition we are working with citizens to broaden their Travel to work area (TTWA) as Nottingham city does have a greater Labour market than outer estates, which are largely residential - the expectation is up to 90 mins travel time to receive benefit. In addition we are utilising more regular contact through digital means, E-mail, Text and Phone. Furthermore young people can access Employability support provision within their own neighbourhood via the Step into Work Project and/or local Work Clubs. Each area has a lead organisation providing these services in a number of venues readily accessible to young people such as the Bulwell Riverside, Clifton Cornerstone, Mary Potter Centre, Top Valley Community Centre, Aspley Community & Training Centre, the Meadows' Bridgeway Centre, City College on Carlton Road, and all the NCC run libraries across the City.

2. Not all young people have computers available to them so that they can access jobs portals. How are they being helped to get access?

All JCP offices now have Computers for Citizens to access, in addition they also have "WIFI" Zones in JCP offices, and there is access to I.T through Libraries and Community/Step into Work Partners, within the venues outlined above.

In Addition Nottingham Jobs Hub has an App for mobile phones – most young people have smart phones and can access the app through this route.

3. Accessing College can be difficult sometimes requiring 2 buses how accessible are bus passes etc. to young people who need/are eligible for these.

There are several partners working with Nottingham Jobs, DWP, Nottingham City Council and local colleges, including Sustrans, Ridewise and Travelright, which provide a number of services and travel subsidies to support young people with travel costs associated with accessing Further Education, Apprenticeships or Employment. In addition both DWP and the Step into Work programme have discretionary funding available which can support jobseekers with travel costs (and other barriers to learning and work such as clothing, equipment etc) if this is preventing them from accessing college or employment.

4. How are young people who do not pass DBS tests supported into work/training examples?

Failing a DBS check does not disbar a young person from receiving employability support from DWP, Futures, Nottingham Jobs or the Step into Work Community partners. A criminal conviction can impact on the likely hood of gaining work in certain sectors, but JCP, Community partners, and Nottingham Jobs staff will advise on the career pathways available and support young people, accordingly.

5. Are young people being double counted by organisations?

Rigorous checks and monitoring of programmes delivered by Nottingham Jobs, Futures, or Community organisations ensure that the same person isn't counted twice when evaluating beneficiaries of a particular programme or service. However, when young people are

recipients of multiple programmes or services EG – if they attend a NCC jobs fair, receive support on the Step into Work programme, and are helped into employment by Nottingham Jobs they will be counted by each of these services. Nevertheless, as these interventions are considered in parallel as complementary and not an accumulative total of different individuals then this issue is avoided.

6. What is meant by a contact session do we have common understanding of this term?

We are not entirely sure as terms can vary between different organisations, however we believe it refers to an initial attempt to engage individuals or groups of young people within a community setting to encourage them to access employability services, work clubs, course, sector-based work academies, work experience, apprenticeships and other employment and skills related products.

7. How can we find out /scrutinise how successful courses are for students in helping them progress beyond entry level courses?

In terms of 'entry-level courses' we can provide information on the employability programmes ran or supported by Nottingham Jobs including Step into Work, Sector Based Work Academies, and Job Clubs across the city. We can include this information in Area Jobs Plans reported at Area Committee. These programmes include various entry-level provision including function maths and English, ESOL, interview skills, CV writing, Job searching, and information, advice and guidance. They can also include sector specific qualifications and licenses. Nottingham Jobs, Futures, and our Community Partners can provide information on numbers going into employment, apprenticeships, work experience, or full-time education, following receipt of this provision. In terms of entry-level FE courses, this information would need to be sought from local colleges.

8. What evidence do you have to show that you are working with young people who are hard to reach including those with learning disabilities including dyslexia, English as a second language, mental health issues etc How do these young people access your services ?

The whole of the Nottingham Jobs Hub service is designed to make access to vacancies easier – The target audience of the Hub is unemployed claimants, this is a broader term that includes long term unemployed, vulnerable, Sick & Disabled, however there is no specific targeting of these groups as we are primarily employer-facing. Other initiatives in Nottingham Jobs are also focused on the broader cohort of unemployed claimants. Step into Work targets 18-29 year olds and our community partners delivering the programming have to provide bespoke support for young people with a range of barriers to learning and work including the ones mentioned above. Specialist supported services are commissioned or co-opted by the lead providers to engage clients with these barriers. Individual records are kept which outline the issues young people are facing, but current monitoring reports only record if the client has a disability or not (self-declared), rather than a breakdown of specific health or other barriers to learning work (housing or crime related for example). This will be built into future reports as part of new Service Level Agreements being put in place with each partner delivering the programme. Some partners undertake specific outreach programmes to target different groups of young people and encourage them to sign on the programme.

The rest of beneficiaries are referred directly by DWP when they reach 13 weeks unemployed OR earlier if their DWP work coach identifies a specific barrier, including those outlined above.

9. Young people need support in living skills in order for them to retain college places and jobs how is this support being provided?

This information would need to be supplied by colleges but they have support services in place to help young people with their living skills. More generally this is available through Nottingham City Homes and other Social landlords, the Priority Families Programme, Step into Work, and other social services.

10. In working with challenging young people are local contacts being used to link into these groups where they meet e.g. barbers shops etc.

In terms of the Nottingham Jobs community partners, they have accessible welcoming facilities in key locations across the city outlined above. They also work with clubs and groups such as Switch Up (boxing club), Street League and the Unity project (both football) and other young-people focused organisations to encourage referrals into their services, as part of their Area Jobs Plans