

Scrutiny of delivery in employment and training at a local level

Question	Response from Castle Cavendish & NCC
<p>Monitoring –</p> <p>1. The breakdown and success rate for people getting into employment and training at ward level</p>	<p><u>Step into Work – Area 4 by ward (18-29s)</u></p> <p><u>Arboretum</u> Programme Starts Q3 – 20 (raising from 59 to 79 starts with 61 individuals currently live on the programme) Job/Apprenticeship Outcomes Q3 – 17 (raising from 21 to 38 job outcomes) Further Education Q3 – 0 (3 individuals into further education)</p> <p><u>Dunkirk & Lenton</u> Programme Starts Q3 – 2 (raising from 18 to 20 starts with 15 individuals currently live on the programme) Job/Apprenticeship Outcomes Q3 – 3 (raising from 9 to 11 job outcomes) Further Education Q3 – 4 (raising from 0 to 4 individuals into further education)</p> <p><u>Radford & Park</u> Programme Starts Q3 – 16 (raising from 62 to 78 individual starts with 61 individuals currently live on the programme) Job/Apprenticeship Outcomes Q3 – 9 (raising from 19 to 28 job outcomes) Further Education Q3 – 0 (8 individuals into further education)</p>
<p>2. How many under 18's and over 18's do they work with?</p>	<p>Because there is no secondary school within Area 4 for us to work in partnership with (Djanogly's site for their 16+ learners is in Sherwood) currently, we do not have a platform from which to work with under 18s. The 16-17 year olds that we do engage with are signposted directly to Futures where they can access employability support and careers advice appropriate to their needs.</p>
<p>3. How many older people who have been out of work for a long time?</p>	<p>Without defining what we're considering as 'older' or what a 'long time' is this is difficult to answer. If older is everyone over the SiTW limit (30+) and long-term as +13 weeks then we have supported 73 older/long term jobseekers in the 6 months from July-December 2015, with 16 moving into work (a more detailed report can be produced).</p>
<p>4. How many are still in work after 6 months and 12 months?</p>	<p>To date we have supported 19 young people (via SiTW) into work who have remained consistently in employment for a minimum period of 6 months. We do provide support or record progress beyond 6 months and these figures can be provided if requested.</p>

<p>5. Do they track the journey of their service users?</p>	<p>For SiTW clients, yes. A lot of personal data is captured and used to determine their support needs That feeds into a comprehensive case management system that tracks their journey from initial assessment through to their final outcome (positive or negative).</p> <p>The Jobclub project is a lot less formal and considerably less data is captured at registration as the support on offer is less extensive. However, all outcomes are recorded and case studies conducted wherever possible.</p>
<p>6. Is training leading to jobs for young people?</p>	<p>In some instances yes, training does lead to a job.</p> <p>However, our feedback indicates that the subjects that young people can choose to receive training in tends to be very limited: construction, business admin & warehousing. Whilst there are plenty of opportunities for young people who do want to work in those environments, a large percentage of young people do not see themselves pursuing a career in any those fields and so consider the current training on offer as less beneficial to them.</p>
<p>7. How many apprenticeships are Level 1, Level 2 and Level 3?</p>	<p>We have currently 8 young people undertaking apprenticeships: 1 at Level 1; and 7 at Level 2.</p>
<p>8. Can we be reassured that they are not double counting/recycling figures?</p>	<p>Yes, you can be assured we are not double counting or recycling figures.</p>
<p>9. Can we have the break down for people who use the services in terms of:</p> <ul style="list-style-type: none"> • postcodes/addresses • the number of visitors • the profile of individuals, age, ethnicity, gender etc. 	<p>We have a database that stores client's personal information and contact details. We can generate a report from the stored data that would give a precise and detailed breakdown of some of the requested information. We will produce this for the Area Committee meeting.</p> <p>However, we need to be mindful that, there are some Data Protection issues around producing external reports with client's addresses included.</p>

<p>Publicity and Referrals</p> <p>10. How do young people get to know about the clubs? How are the services publicised?</p>	<p>Our employability projects are promoted in a number of different ways:</p> <ul style="list-style-type: none"> • Printed media such as flyers & posters which are distributed in the areas where we operate • Online & Social media. We promote the clubs through our own website, Facebook and Twitter feeds • Radio. We have been on local community radio station Kemet FM's morning magazine program on two occasions to promote the projects and are due to appear again within the next couple of weeks to talk about our new Community Access Point at 86 Alfreton Rd. We have also had long-running radio adverts for both Jobclub and SiTW on Kemet FM • Jobs Fairs We have attended 6 jobs fairs in Nottingham since Sep 2014 and we've also hosted 2 of our own. • SiTW Trailer We have blocked booked NCC's SiTW trailer to be placed on Hyson Green marketplace once a fortnight for 4 hours on Thursdays from Jan-Mar 2016. • Community Events We have an all-weather awning that is used to promote our services at many different types of community events throughout the year. • Networking. We build and maintain an extensive network of contacts at other agencies and services who work with/on behalf of young or unemployed local residents and have a referral process in place with many partner organisations.
<p>11. Do they get referrals from job centres?</p>	<p>For SiTW, yes (via Futures) For Jobclubs there is no formal route of referral. We have met with staff from DWP and asked them to promote our Jobclubs to their service users but as yet it has not yielded any referrals. No new registrations have ever advised us that they heard about our Jobclub via their Jobcentre.</p>
<p>Spouse organisations delivering the services</p> <p>12. Which organisation are operating/running which job clubs?</p>	<ul style="list-style-type: none"> • Radford Library: Belong • Hyson Green Library: Belong • Hyson Green Youth Centre: Belong • Tommy's (Lenton): Belong • DOLCA (Dunkirk): Meadows Partnership Trust • 86 Alfreton Rd (18-29 yr olds only): Castle Cavendish
<p>13. What sort of monitoring and review of partners does the lead organisation carry out?</p>	<p>As part of the SLA, all delivery partners are required to complete a detailed quarterly monitoring report to CC. Performance is monitored via these reports and at the end of the financial year a comprehensive performance review takes place before any further agreement is made to continue the partnership.</p>
<p>14. Are they working in partnership with the Council's employment and apprenticeship hub?</p>	<p>Yes.</p>

<p>Effectiveness</p> <p>15. How effective are the job clubs?</p>	<p>Effectiveness of individual jobclubs differ and is dependent on a number of key factors such as the timing, location and the available resources. Some of our jobclubs in busier neighbourhoods with a prominent commercial area do very well and produce a number of positive outcomes whereas those in the quieter more residential areas tend to attract less attendees. Where a jobclub is consistently under-performing we will review and look at ways in which the resources could be better utilised to serve that particular community. An example of this is the current situation in Dunkirk. The Jobclub attendance there is sporadic and the traditional Jobclub format may not be the right approach for that community With this in mind we are currently exploring the feasibility of turning the session into ESOL provision and instead using the resources to provide access to an online English language course which may be more beneficial for residents in that area.</p>
<p>16. Are they opening at the right times?</p>	<p>Our opening times are primarily based on the feedback we've received from the service-users and other stakeholders such as NDOs, councillors and other community leaders. With that timeframe in mind, we coordinate when the delivery partner can deliver the session with a time that the venue partner can host the session and balance both those needs against the 'optimal' time for a Jobclub, Whenever possible we try to open either late morning or early afternoon and preferably between Monday – Wednesday as this is when the vast majority of attendees have advised as their favoured time. If feedback highlights a different timeframe as more convenient then we adjust our offer accordingly to match as closely as possible, taking into consideration all the above points.</p>
<p>17. Do they seek Service User feedback?</p>	<p>Yes, all SiTW service users are asked to complete an evaluation form upon completion of the project. With Jobclub users it tends to be slightly harder to get good feedback as they tend to just stop attending once they find work and it is often difficult or inappropriate to contact them afterwards</p>

18. Why is it difficult to retain more people in Area 4 in the schemes and what action is taken to address this?

There are many factors that contribute to making retention difficult, including:

- **Transient Communities** The 'newly arrived' status of many residents within the area has a negative impact on their take-up of certain types of provision.
- **Over-saturation** Area 4 has a high number of agencies (Groundworks, Framework, Metropolitan Housing, 1st Enterprise etc) who all offer this or very similar type of provision. In other areas, the ALOs tend to be the sole provider whereas we are one of a number of support providers that young people can access. Also, young people are not aware of the different wards and how the city is divided in the same way we are. For example, if a young person lives in Hyson Green, which is our area, they're probably geographically closer to NG7TEA on Berridge Rd. A young person isn't going to think "Oh I live in Area 4 and that place is in Area 5, I'd better find somewhere else to go to for my employability support" they're just going to go to the closest, most accessible place.

There are a number of actions we take to address these issues:

- **Focus on inclusivity.** Ensuring that communities feel connected and are able to relate to us is key to our success. To this end, Castle Cavendish has developed its own Community Employability Team (CET) and recruited members from within the communities they serve. Not only are the team highly experienced in working with unemployed or otherwise disadvantaged people, they also have excellent local knowledge and first-hand experience of the many barriers to employment faced by local jobseekers. For young people with limited mobility, childcare or travel issues our CET is mobile and works out of various community venues across Area 4 to maximise accessibility. Where appropriate, home visits are conducted and interpreter services provided where necessary.
- **Increasing Awareness** of who we are, what services we offer and how jobseekers of all ages can benefit from engaging with us. One of the ways we do this is by printing the flyers and posters to advertise our work in a number of languages, making sure we reach as many people as possible in a language they understand.
- **Providing a bespoke offer** in the form of a unique support package based on each client's needs (for SiTW) Whether they need qualifications, industry specific licences or certificates, a work experience placement, motivation, confidence-building or simply somewhere to look for jobs online, we will help. Each support package is not only built to address their short-term employment barriers but also reflects their long-term aspirations and goals to ensure they're getting exactly the help they need to maximise their potential.
- **Take advantage of our unique position** Castle Cavendish has existing relationships with a broad range of commercial tenants including automotive engineers, retailers, software developers, printers and accountancy services amongst many other businesses. We have begun to work with some of these employers to ascertain some employability benchmarks for entry-level positions within their area of business. This will become a set of standards which we will support young people to achieve and enables us to offer them a guaranteed Work Experience Placement provided they meet the standards previously set out. Combining this work with the support available to employers via the NJF means we are in a position to actively bridge the skills gap by upskilling the workforce whilst creating more employment opportunities for them and boosting the local economy.

<p>19. Who is working with people up to the age of 30, who have problems with crime, and now need help in getting back to employment? Some of these are mums and dads, is any action being taken to address childcare issues?</p>	<p>Whilst we do not exclude or discriminate against service users who have children or those with current/prior criminal convictions, we are not funded or set up to specifically target parents or ex-offenders and address those particular types of (often extremely complex) issues. So far, we have been given a different set of priorities to address and it is those issues that we primarily focus on.</p> <p>Our remit is to deliver ‘universal access’ provision that is inclusive to all members of the community so it must remain fairly generalist in approach yet also act as a conduit for those who seek to engage more specialist or extensive support. Our assessment process identifies clients with specific additional needs. If those clients require support that goes beyond our level of expertise and their needs can be better met by specialist projects such as ‘Dig-In, Stay Out’ (an employability project designed specifically for ex-offenders) then we will engage with that agency on behalf of our client and make the appropriate referral where necessary. The Youth Offending Team and Probation Service are two other services that are working specifically to address problems of criminality.</p> <p>Childcare, or more specifically, the affordability and accessibility of childcare, is a major issue for all unemployed parents. We always take this into consideration and when working with parents we will accommodate those parental responsibilities but the parameters within which we currently work simply do not allow for us to provide or subsidise childcare for our clients.</p>
<p>20. What is happening with people who are over 18 who are long term unemployed?</p>	<p>All of the above, the answers to the previous 19 questions is ‘what is happening’ with people over 18 who are considered long term unemployed. Or put simply, under 29’s access the SiTW project, jobseekers aged 30+ attend Jobclubs.</p>