

Area 1 questions for Area Committee Meeting

1. How are volunteering opportunities being promoted locally as a route to employment?

Information on volunteering is provided as required, including signposting to local charities, to the Volunteer Centre at NCVS and the do-it website.

2. What is being done to ensure that double counting is not taking place between and within different agencies eg Job Centre and Right Track?

The work of Right Track and DWP is complementary and so the organisations work together to achieve the best outcome for participants. DWP actively share their clients with Right Track and Futures. Both organisations report on the results which may include both reporting on an individual who has gone into work but the reports are for different purposes and used in different ways.

An example of this is Step Into Work, the Job Centre will identify candidates that require additional support, they will then refer into Futures or Right Track where through 1-2-1 mentoring and training the candidate will be supported to find sustainable work.

3. What work is being done by the Job Centre and others to ensure there are local jobs for local people?

The local Jobcentre, Right Track and Nottingham Jobs Hub work with local employers to create jobs and advertise to unemployed people within Nottingham. This includes creating entry level positions, such as apprenticeships, traineeships and work experience placements.

Right Track Apprenticeship delivery is available nationally; to support their localised agenda they have a department focused on employers within the area. As of January a dedicated broker was appointed who will match local customers to local vacancies.

4. How is the issue of young people on outer estates who are NEET being addressed by the Job Centre and others?

The Step into Work programme is designed to work with young people looking for work, and often this includes NEET young people. Right Track engage with the young people through the Jobcentre and local outreach to support on an individualised and holistic basis. Other schemes, such as the annual Nottingham North jobs fair, aim to bring services and opportunities directly into the area to support a range of people, including NEETs.

Right Track also deliver Talent Match, offer Traineeship opportunities and courses aimed at moving people into work.

5. Is any work being done to track long term outcomes eg how many complete their training not just start it?

Targets on the Step into Work programme include 'sustained outcomes', eg individuals who remain in their job or training for over 6 months. Right Track keep in touch with participants and work in partnership with DWP to identify individuals who have signed off and remain in a positive outcome.

Right Track monitor outputs from the learners we work with and have a retention rate of over 70%, retention being the number of people starting training to those who complete. This is above the national average for this cohort.

6. What work is being done jointly between the youth services and the lead agency around employment?

They are both aware of the activities carried out and have ensured they are not duplicating provision.

7. Who has been monitoring the work of the lead agencies and how has this been done?

NCC Community Employment and Skills (CES) Officers have been monitoring Right Track's delivery of Step into Work. This is through monthly meetings, statistical reports and regular contact with Right Track, Futures and DWP.

8. How are all the employment/employability services locally being promoted to ensure people who need to know find out?

Services are promoted through the Jobcentre, through Futures, through local facebook groups and via local events including jobs fairs. This means that a diverse group of individuals are made aware of the services.

Right Track has developed a forum where delivery organisations of provision for post 16 NEETS can meet to understand the needs and solutions of local people, this has been restricted by the lack of delivery organisations within the area.

9. What is being done across the city regarding publicity – ie could lessons be learned from other areas?

Area leads (including Right Track), NCC and Futures meet monthly to share best practice.

10. Are there links with NCH to ensure information is sent out to tenants?

Both Right Track and the CES officer at NCC have links to Nottingham City Homes. Information on the Step into Work programme and jobs are made available to NCH residents.

Right Track have worked with NCH on a number of projects and have established links that foster collaborative working.

11. Is there joint working between eg childrens centres and training providers to ensure childcare is available?

Where needed appropriate sign posting is in place

12. Are there sufficient free basic numeracy/literacy courses available?

Yes, the lead runs a number of courses which are funded via the SFA, NCN operate courses within the area also there is opportunity through the NCH Academy

13. How are the needs of older jobs seekers being met eg Over 50s and 29 – 40 year olds?

Stands at jobs fairs are being diversified to ensure that there is content suitable for jobseekers of all ages.

14. How are BME communities on outer estates being targeted?

Through activity within the area BME communities access training, although through Right Track's area analysis will be re-assessed.

Cluster Meeting Questions

Tell us how easy it is for

1. Young people in areas such as Bulwell 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