ABSTRACT: This report seeks to inform the Committee of the key work and outcomes achieved by the Towards Employment Team and their contribution to the delivery of employability services in Angus.

1. RECOMMENDATION(S)

It is recommended that the Committee:

(i) note the outcomes achieved by the Towards Employment Team (TET) for the period April 2011 - September 2011.

(ii) note Service Level Agreement (SLA) contributions from Welfare Rights and Volunteer Centre Angus in delivering TET services; and

(iii) note the role played by the TET in the wider employability agenda achieved in partnership through AngusWorks (the Angus Employability Partnerships delivery vehicle).

2. BACKGROUND

2.1 Reference is made to Article 22 of the minutes of meeting of Infrastructure Services Committee of 26 March 2006 which records that the Committee agreed to note that a half yearly Report will be brought to the Committee’s attention regarding the progress of the Working for Families Fund (now known as the Towards Employment Team).

2.2 In 2006, Angus was selected as one of a number of second round local authorities to receive Scottish Government funding to work with low-income families to assist them back into employment training/education and volunteering through their Working for Families programme.

2.3 Since this time, TET has made various changes in its service delivery to ensure that it offers support to those that need it most, at a time when they need it most. In 2011, the team was mainstreamed as core Economic Development activity.

3. INTERVENTIONS/PROJECT ACTIVITY

3.1 Recognising the diverse needs of clients and the complexities of the benefits system, TET support can be divided into 4 distinct areas i.e. key worker support; volunteering support; money advice and working in partnership. The information below aims to outlines the type of support offered.

4. KEY WORKER SUPPORT

4.1 At the core of TET is the provision of a specialist Key Worker support model. Key Workers in the team provide a bespoke one to one holistic service to best meet the needs of their clients helping them back into employment. This service provision was recognised at the Angus Excellence awards held in June 2011 where the Key Worker model won the award for outstanding service delivery.
5. VOLUNTEER PROJECT

5.1 Volunteer Centre Angus (VCA) and TET has continued to develop its working relationship, with VCA working closely with the team to deliver on the Seasonal Employment Programme outlined below. In response to the introduction of the Work Programme, VCA has implemented a work club for Pre-Work Programme clients which has supported 76 people since April 2011 with job seeking skills, CV building, life skills and confidence building. This has proved to be a popular facility offered in Arbroath. VCA services are delivered on behalf of the TET through a Service Level Agreement (SLA).

6. MONEY ADVICE PROJECT

6.1 TET also has a SLA with Welfare Rights to provide benefit, debt and welfare rights advice to those clients who identify this as a potential barrier to employment. A dedicated Money Adviser is available to assist TET clients who have complex debt issues or require information on in work support benefits and tax credits available.

6.2 Although progress towards TET targets are outlined in the table below, a further report has been attached in Appendix 1 to offer additional information regarding the activities of the Money Advice worker.

7. MID TERM PROGRESS AGAINST TARGETS AND OUTCOMES

7.1 The table below highlights the progress made towards core targets for TET and their SLA partners. In previous years contributions made by TET towards volunteering targets were included in the VCA stats however, due to a new reporting system being introduced (Hanlon) it has been possible to break these down further. Contributions towards special projects are not included in these figures but a number of these projects have been outlined separately later in this report.

7.2 In the past six months of this reporting period Angus has seen some of its highest levels of unemployment experienced in a long time, as the claimant count peaked in August 2011 at 3.7%. Although there is a more competitive labour market with fewer jobs available in Angus it is still worth noting that unemployment remains below the national average which in August 2011 was 4.3%.

7.3 These figures demonstrate how well the Key Workers and VCA are progressing towards reaching their targets for 2011/12. The combined totals for the employment outcomes are all on a par or improved on the figures for this time last year. The registration figures are significantly higher this year demonstrating the increased demands on all employability services. At the time of setting these targets, TET had a staff compliment of 4 Key Workers but as from April 2011, this increased to 4.5. It is clear from the combined totals that TET and VCA Key Workers are working well together to provide a high quality service to the people of Angus.
MID TERM PROGRESS AGAINST TARGETS AND OUTCOMES

<table>
<thead>
<tr>
<th></th>
<th>1 April – 30 Sept 2011 TET (Target 11/12)</th>
<th>1 April – 30 Sept 2011 Welfare Rights (Target 11/12)*</th>
<th>1 April – 30 Sept 2011 VCA (Target 11/12)</th>
<th>Combined progress against full year targets 2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outputs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total number of registered clients</td>
<td>280 (360)</td>
<td>N/A</td>
<td>71(140)</td>
<td>351(500)</td>
</tr>
<tr>
<td>Money Advice new case uptake</td>
<td>N/A</td>
<td>59 (100)</td>
<td>N/A</td>
<td>59 (100)</td>
</tr>
<tr>
<td>No of benefit checks (money advice support)</td>
<td>N/A</td>
<td>91 (100)</td>
<td>N/A</td>
<td>91 (100)</td>
</tr>
<tr>
<td><strong>Transitional Outcomes</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No of clients entering voluntary activity</td>
<td>40 (0)</td>
<td>N/A</td>
<td>45(140)</td>
<td>85(140)</td>
</tr>
<tr>
<td>Number of clients entering training (non-accredited or accredited but under 6 month duration)</td>
<td>39 (50)</td>
<td>N/A</td>
<td>12(10)</td>
<td>51(60)</td>
</tr>
<tr>
<td>Number of clients entering further/higher education</td>
<td>14 (30)</td>
<td>N/A</td>
<td>8(10)</td>
<td>22(40)</td>
</tr>
<tr>
<td><strong>Employment Outcomes</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of clients entering full-time employment</td>
<td>61 (70)</td>
<td>N/A</td>
<td>5(20)</td>
<td>66(90)</td>
</tr>
<tr>
<td>Number of clients entering part-time employment</td>
<td>23 (15)</td>
<td>N/A</td>
<td>5(15)</td>
<td>28(30)</td>
</tr>
<tr>
<td>Number of clients entering self-employment</td>
<td>6 (9)</td>
<td>N/A</td>
<td>0(1)</td>
<td>6(10)</td>
</tr>
</tbody>
</table>

* The Welfare Rights Service within Social Work and Health deliver the Money Advice and benefit checks on behalf of the Towards Employment Team through a Service Level Agreement. They do not contribute directly to the other Outputs or Outcomes

8. KEY DEVELOPMENTS

8.1 As part of the Get Britain Working measures, the introduction of the Department of Work and Pensions (DWP) Work Programme has, as anticipated, had an impact on local employability provision. This impact has seen a number of services cease trading or withdrawing services from the area. In response to these changes, the team has modified its service delivery and will continue to do so in order to ensure that those who are not eligible for the Work Programme can access additional support in order to help them back into work.

8.2 Pre-Work Programme clients are in the main 18 – 24 year olds that have been unemployed for no longer than 9 months and 25+ year olds that have been unemployed for no longer than 1 year.

8.3 As part of this targeting of clients the Angus Employability Partnership has submitted a bid to Job Centre Plus to deliver an employability support package to Pre-Work Programme clients. The bid, if successful, will attract £41,500 of funding from JCP shared between a number of employability partners. This is part of a national fund available through JCP, where Employability Partnerships were encouraged to put in bids led by councils. As Economic Development lead on the Employability Partnership, TET will assume the administrative burden of the programme for partners should the bid be successful. In addition to this the development of a job brokerage service is also key target of the team and part of this funding bid.
9. SEASONAL EMPLOYMENT PROGRAMME

9.1 In April 2011, TET was approached by Skills Development Scotland (SDS) to deliver a Seasonal Employment Programme aimed at reducing youth unemployment in Angus and to provide clients with valuable life skills and work experience. The Programme was originally devised by Gerard Eadie CBE, Chairman of CR Smith and offered opportunities for unemployed 18 to 24 year olds to work on farms across Angus, Fife and Perthshire.

9.2 TET in conjunction with Volunteer Centre Angus (VCA), JobCentre Plus and SDS devised a full programme for participants. This included a 3 day induction covering various life skills such as budgeting, cooking and dealing with living away from home.

9.3 When clients finished this induction they were closely monitored during their time on the farms by a TET Key Worker and full follow up support was also provided at the end of the 12 week programme. A celebration event was held at VCA where candidates were awarded certificates of participation by Gerard Eadie. For those who completed the programme an additional 'handpicked passport' was awarded. These contained personal references from the participating farm and from Gerard Eadie to assist clients in their job seeking activities.

9.4 There were 24 clients that participated on the programme, each with complex needs and thought to be furthest away from the labour market. At the culmination of the programme, 6 of these clients had obtained full time employment, 4 are pursuing further education, 1 is undertaking voluntary work and 13 have re-registered with JobCentre Plus. However, of these 13, additional support has been offered by VCA and TET to help these clients get closer to the labour market.

10. ANGUS WORKS – PRE RECRUITMENT SUPPORT

10.1 Angus Works were also involved in the recent recruitment exercise for the two new Asda stores in Forfar and Arbroath. As the application process could only be done online and involved a lengthy application including literacy and numeracy tests, JobCentre Plus were concerned that candidates may not have the relevant IT skills to complete this process.

10.2 TET in partnership with Skills Development Scotland and Angus College arranged for potential candidates identified by JobCentre Plus to be provided with PC access and e-mail addresses at workshops held at the college. These events were well attended and TET assisted 56 candidates to complete Asda applications, however it is too early to identify how many were successful in the recruitment process.

11. MANAGEMENT INFORMATION SYSTEM (MIS)

11.1 The Hanlon MIS was put into operation in June 2011. This is to provide an accurate client tracking system on behalf of TET (the lead partner) and other employability service providers i.e. VCA, Supported Employment Team, 16+ Education and the Money Advice service of TET. This is fully operational for TET, VCA and 16+ with the Supported Employment Team about to go live onto the system.

11.2 This is a major undertaking for TET to ensure that all the partners are inputting information onto the system in a consistent manner to allow for accurate client tracking while still providing each team with all the information they require for their own client group. Regular user group meetings have been instigated to ensure that all requirements are being met. In addition Hanlon also provide a telephone support and there are quarterly Scottish user group meetings.

11.3 To date TET have been pleased with the system and the support that has been given by Hanlon.

12. RISKS

This report does not require any specific risk issues to be addressed.
13. **FINANCIAL IMPLICATIONS**
   There are no financial implications arising from the recommendations contained in this report.

14. **HUMAN RIGHTS IMPLICATIONS**
   There are no human rights implications arising from this report.

15. **EQUALITIES IMPLICATIONS**
   The issues dealt with in this report have been the subject of consideration from an equalities perspective. An equalities impact assessment is not required.

16. **ANGUS COMMUNITY PLAN AND SINGLE OUTCOME AGREEMENT**
   This report contributes to the following local outcome(s) contained within the Angus Community Plan and Single Outcome Agreement 2011-2014:
   - We have a sustainable economy with good employment opportunities
   - Adults maximise their potential through learning opportunities.

17. **CONSULTATION**
   The Chief Executive, Director of Corporate Services, Head of Finance and Head of Law and Administration have been consulted in the preparation of this report.

18. **CONCLUSION**
   TET continues to build on the success of previous years which has been recognised at the Angus Excellence Awards. It is to the credit of the Key Workers of TET and their SLA partners that they have continued to maintain a high quality level of service provision despite increased demands during these challenging economic times. TET will continue to monitor and review their service delivery as it strives to provide the most suitable and responsive range of quality services possible for the residents of Angus.

   **ERIC S LOWSON**
   **DIRECTOR OF INFRASTRUCTURE SERVICES**

**NOTE:** No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to a material extent in preparing the above report.

**EC DEV/DV/FC/GK**
18 October 2011
## MONEY ADVICE KEY TARGETS AND OUTCOMES FOR KEY WORKERS TO 30 SEPT 2011

<table>
<thead>
<tr>
<th>Activities</th>
<th>April – Sept 2011</th>
<th>Target 2011/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer of assistance letters issued</td>
<td>14</td>
<td>150</td>
</tr>
<tr>
<td>New case uptake</td>
<td>59</td>
<td>100</td>
</tr>
<tr>
<td>Benefit Checks</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>Appeals undertaken</td>
<td>26</td>
<td>10</td>
</tr>
<tr>
<td>Debt counselling</td>
<td>59</td>
<td>50</td>
</tr>
<tr>
<td>Workshops</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td><strong>Outcomes</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt rescheduled</td>
<td>£73,557</td>
<td>£40,000</td>
</tr>
<tr>
<td>Written off debt</td>
<td>£2095</td>
<td>£5,000</td>
</tr>
<tr>
<td>Weekly gains of benefits/tax credits</td>
<td>£9624</td>
<td>£10,000</td>
</tr>
<tr>
<td>Arrears of benefits/tax credits</td>
<td>£46,554</td>
<td>£20,000</td>
</tr>
<tr>
<td>Annual Gains</td>
<td>£500,498</td>
<td>£520,000</td>
</tr>
</tbody>
</table>

These figures show the excellent progress made by the Money Advice worker on behalf of TET clients.

### Additional Explanatory Notes on Figures

#### Activities

- The offer of assistance letters issued is particularly low due to the introduction of the new Management Information System. This has now been rectified and a sharp increase over the next 6 months is expected. An interim process has been in operation so as not to disadvantage any clients, but these figures could not be accurately collated.

- The benefit checks figure is higher than the number of cases figure are clients are given an initial benefit check and then another one on any change of circumstance such as finding employment.

#### Outcomes

- The debt rescheduled represents case where a client may for example have a total debt figure of £10,000 and the Money Adviser has been able to reschedule this by reducing payments, freezing interest etc.

- Written off debt is where the Money Adviser has successfully negotiated on behalf of the client that an amount be written off rather than repaid under any rescheduling.

- Weekly gains of benefits/tax credits represent an award of benefit made to a client.

- Arrears of benefits represents the lump sum payments made to clients on award of benefit. Many cases, particularly those that have to be appealed can take some considerable time to be awarded, often over a year; these are then backdated to the date of claim.

- Annual gains represents the weekly gains figure x 52 weeks. This multiplier is used as where an award of benefit is made it is reasonable to assume that a client will keep that award for a minimum period of 1 year.