

**PERTH AND KINROSS COUNCIL****Housing and Health Committee****22 August 2016****Employability Network 2015 - 2018****Report by Executive Director (Housing and Community Care)****PURPOSE OF REPORT**

This report provides an update on the progress achieved during the Employability Network's fourth year of operation and now in its second phase of development. The report highlights some of the key developments and positive progressions within the past twelve months and provides illustrative examples of work undertaken by partner organisations.

**1. BACKGROUND/ MAIN ISSUES**

- 1.1 The establishment of the Employability Network was approved by the Housing and Health Committee at its meeting on 31<sup>st</sup> August 2011 (report 11/435). Committee received updates on the Network's progress during its first year of operation and on a regular basis since with the most recent update being submitted in August 2015.
- 1.2 The Network consists of representatives drawn from statutory, voluntary and 'not for profit' sectors. It was originally established to provide a co-ordinated and targeted support structure for people facing additional challenges to access employment training and opportunities. This is considered necessary because of the difficulties faced by these people even when market conditions are buoyant. These difficulties are more pronounced at times of economic downturn.
- 1.3 The work of the Network is underpinned by the nationally recognised 5 Stage Employability administration with support falling to the Governance Group. This was established in 2013, consists of partners across sectors and has now assumed responsibility for overseeing the 'management' of the Network's affairs. The Network has a Chair and Depute Chair. These roles are currently being undertaken by people working for either Perth and Kinross Council or NHS Tayside. It is the intention to move to a model where they are filled by people out-with statutory agencies. This would provide the possibility of accessing alternative sources of funding through national sources such as the National Lottery or via local links such as the Gannochy Trust.
- 1.4 The Development Plan 2011 – 2014 identified priority activities which have now been achieved. The Development Plan 2015 – 2018 is a live document with themes and work streams based on the outcomes of the 2014 and 2015 Network Member Surveys.

- 1.5 Central to the work undertaken by the Network, ongoing priority is given to improving communication both within the Network and with other stakeholders. This was reiterated through the 2014 Network Survey responses and has led to a number of key actions which are detailed in the Development Plan 2015 – 2018.
- 1.6 Perth College UHI and Perth & Kinross Council continue to manage the Network's website ensuring it remains current, relevant and beneficial to the 33 services and partner organisations which form the Network. The website is currently under redevelopment, this is to incorporate the change from an 8 stage pathway to a nationally recognised 5 stage pipeline. The website can be found at [www.pkemploy.net](http://www.pkemploy.net). There has been a significant increase in the total Network website sessions accessed through 2015/16, this now standing at 11,370 sessions in total compared to 4,874 website sessions throughout 2014/15. It should also be noted that 2,122 of these website sessions have been accessed via mobile devices such as mobile phones/tablets. As a result the Network website is progressing to become mobile device accessible by the end of 2016. This is in response to the increase in use of mobile devices (tablets and phones).
- 1.7 The Network uses social media in the form of twitter to communicate and share information with members, employers and its followers. The Network currently has 338 Twitter followers since the account was activated in January 2015, an increase of 112 followers (33%) in the previous 9 months.
- 1.8 The Network has finalised and shared a 'Network Members Directory' <http://www.pkemploy.net/attachments/Member%20Directory.pdf>. This informs all interested parties of the Network's aims, stages of the Employability Pipeline supported by the various members of the Network and their contact details and service information see Appendix 1 (sample).
- 1.9 Training and awareness sessions are now regularly delivered to Network members at quarterly meetings which are well attended. Topics covered include Self Directed Support, Welfare Reform and presentations from VisionPK, Deaf Action, and Job Centre Plus. The Network has now finalised and shared a directory of training available for members across 38 themes. Courses are detailed in a 'Training Directory' which has been hosted on the Network's website since December 2015; see Appendix 2 (sample).
- 1.10 As a Network there has been a significant increase in the number of individuals attaining paid work opportunities or supported to sustain paid employment. An increase from 191 to 376, a 97% increase from last year. It should be noted that an increase in the number of returns from members also contributes to the increase in the number of clients in work.

## **2. PERFORMANCE REVIEW 2014/15**

- 2.1 In line with the Network's commitment to support individuals through the Employability Pipeline, annual Performance Reviews are undertaken with key Network members. Reviews have been carried out annually from 2012/13.
- 2.2 Service User Feedback - The 2015/16 review had 20 returns from the 33 members (61% return rate, an increase in returns from 37% in 2014/15). To further develop the Employability Network and based on feedback from the 2015/16 performance review 100% of members are either Satisfied or Very Satisfied with the role and functions of the Employability Network and 71% wishing for the Network to continue with its current meeting format, Appendix 4.
- 2.3 The 2015/16 review detailed that there was a further increase in the total number of clients supported, 1815 compared to 1418 last year.
- 2.4 Employability activity by members remained the same and averaged at 62% of their total service delivery.
- 2.5 The review report also detailed that there was a 166% increase in the number of employers engaged compared with the 2014/15 performance review. This increasing from 212 employers to 565 employers.
- 2.6 The report also highlights that the employability activity undertaken by Network members (providers) across the 5 Stages of the Employability Pipeline is detailed as follows:
- Stage 1 - 27%
  - Stage 2 - 24%
  - Stage 3 - 20%
  - Stage 4 - 14%
  - Stage 5 - 15%
- 2.7 The Employability Network has also identified the ages of clients supported across 2015/16 as follows, 41% aged between 16 – 24 years and 59% aged 25+ years.

## **3. OUTCOMES ACHIEVED**

- 3.1 The 2015/16 return highlights a significant increase in the number of clients being supported during the Network's fourth year of operation. It should be noted that a number of clients may be receiving a service from more than one of the Network members demonstrating agility and collaborative working between members. As the Network matures the number of people working with more than one member at any one time should decrease as communication improves and duplication of services reduces.

- 3.2 It has also been clear from the returns that over the past year 62% of the total activity in organisations continues to be devoted to the provision of employability services. This is a very positive outcome for the Network in terms of providing an effective service across the stages of the Employability Pipeline in communities across Perth & Kinross.
- 3.3 When considering the beneficial impact of the member's work within the Network, account should be taken of the progress made by some of the individual clients. To illustrate the 'journeys' made by individuals often facing fairly severe challenges, five examples from across localities are attached at Appendix 3. For reasons of confidentiality, the client's details have been anonymized. Similarly, the partner organisations in the examples have not been identified.

#### **4. UPDATING OF DEVELOPMENT PLAN 2015 – 2018**

- 4.1 The Network Governance Group continues to update its Development Plan on a regular basis. This plan has been the subject of previous reports to this Committee.

#### **5. PROPOSALS**

- 5.1 It is intended that partners will continue to focus on the priorities outlined above and in the Network Development Plan for 2015 onwards. This allows for a more flexible and responsive approach, one which can provide support in the development of good practice across the Network.
- 5.2 The establishment of the Network's own infrastructure has given it a strong foundation from which to develop more effective links with other networks, partnerships and employers' organisations. This allows for further ongoing exploration of additional opportunities for clients throughout all stages of the Network's development.

#### **6. CONCLUSION AND RECOMMENDATIONS**

- 6.1 The Network's fourth year of operation has built significantly on the progress achieved during its first three years. The evolving working relationships between partner organisations has led to continued progress in supporting people into employment and training. In addition, the development of the Network's website, social media and progressive communication has contributed greatly to enhancing the Network's capacity to support partner organisations in the exchange of information and publicising opportunities for clients.
- 6.2 There is a significant increase in the number of clients moving on into work or supported in existing employment– this is a notable achievement for the Network.

- 6.3 The ongoing updates of the Network Development Plan reflect the agreed priorities and provide a practical and informed basis for continuing progress throughout 2016/17.
- 6.4 It is recommended that the Committee notes the progress made by the Employability Network over the past year.

### Author

Name	Designation	Contact Details
Brian Kinnear	Community Support Manager / PK Employability Network Depute Chair	<a href="mailto:BSKinnear@pkc.gov.uk">BSKinnear@pkc.gov.uk</a>  01738 628099
Karyn Sharp	Service Manager	<a href="mailto:KSharp@pkc.gov.uk">KSharp@pkc.gov.uk</a>  01738 476738

### Approved

Name	Designation	Date
Bill Atkinson	Director (Social Work)	10 August 2016

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

## 1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

<b>Strategic Implications</b>	<b>Yes / None</b>
Community Plan / Single Outcome Agreement	<b>Yes</b>
Corporate Plan	<b>Yes</b>
<b>Resource Implications</b>	
Financial	<b>None</b>
Workforce	<b>None</b>
Asset Management (land, property, IST)	<b>None</b>
<b>Assessments</b>	
Equality Impact Assessment	<b>None</b>
Strategic Environmental Assessment	<b>None</b>
Sustainability (community, economic, environmental)	<b>None</b>
Legal and Governance	<b>None</b>
Risk	<b>None</b>
<b>Consultation</b>	
Internal	<b>Yes</b>
External	<b>Yes</b>
<b>Communication</b>	
Communications Plan	<b>Yes</b>

### 1. Strategic Implications

#### Community Plan / Single Outcome Agreement

- 1.1 The role of the Employability Network has particular relevance to the delivery of the Perth and Kinross Community/Single Outcome Agreement in respect of the following local outcomes:

- People are ready for life and work
- Employment opportunities for all

#### Corporate Plan

- 1.2 The work of the Employability Network has particular relevance for the following strategic objectives:

- Promoting a prosperous, inclusive and sustainable economy
- Supporting people to lead independent, healthy and active lives

## **2. Resource Implications**

### Financial

- 2.1 There are no new financial implications arising from this report. The service delivery across all partner organisations comes from within existing resources. A small annual budget for the Network Coordinator post of £15,000 is allocated from within current HCC budget allocations for employability. The role of the Network within the next 2 years is to look at a longer term cost free sustainable model in terms of Coordinator role and associated tasks.

### Workforce

- 2.2 There are no workforce implications arising from this report as partners' staffing commitments have been met from within existing resources.

### Asset Management (land, property, IT)

- 2.3 There are no asset management implications arising from within this report.

## **3. Assessments**

### Equality Impact Assessment

- 3.1 The report is relevant for the purposes of the EqIA as the work it describes seeks to address inequalities in access to employment and training opportunities experienced by the client groups identified within the report.

### Strategic Environmental Assessment

- 3.2 No action is required as the Act does not apply to the matters presented in this report. This is because the Committee are requested to note the contents of the report only and the Committee are not being requested to approve, adopt or agree to an action or to set the framework for future decisions.

### Sustainability

- 3.3 There are no issues in terms of sustainability

### Legal and Governance

- 3.4 The report contains no issues which would have a legal or governance impact on the Council.

### Risk

- 3.5 There are no issues of risk arising from the proposals in this report.

#### **4. Consultation**

- 4.1 Network members, across all sectors, have been engaged in all stages of the Network's work throughout the past year. This includes, in particular, the development of both the website and communications as well as the updating of the Network Development Plan.

#### **5. Communication**

- 5.1 The Network has agreed that the principal means of communication of progress achieved will be via the Network's website [www.pkemploy.net/](http://www.pkemploy.net/)

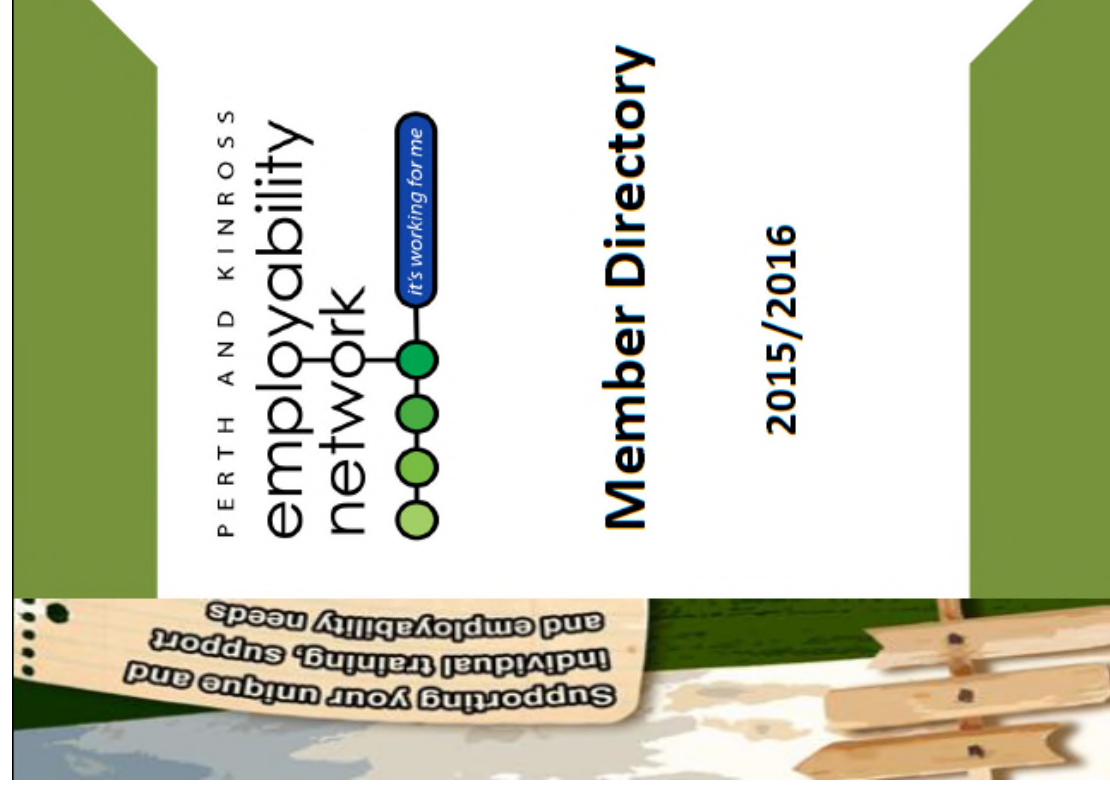
#### **6. BACKGROUND PAPERS**

Housing and Health Committee reports 11/435, 13/57, and 14/15.

#### **7. APPENDICES**

<b>Appendix 1:</b>	Employability Network Members Directory (sample)
<b>Appendix 2:</b>	Employability Network Training Directory (sample)
<b>Appendix 3:</b>	Client Journeys
<b>Appendix 4:</b>	Employability Network Performance Review Extracts





**Sharing knowledge, best practice and provision of good quality training**

## Welcome to the Perth & Kinross Employability Network

### What We Do

The Perth & Kinross Employability Network was formed in August 2011 to improve employability services for young people and adults with additional challenges such as disability, illness or a history of offending. The Network provides a wide range of support, opportunities and volunteering or work experience placements to help people achieve their personal goals.

In 2013 the Employability Network Governance Group was set up to sustain the network and support partnership working. The group comprises of members from statutory and third sector organisations, representing the wide spectrum of employability services and social enterprise. It works to improve prospects for our job seekers, our collective performance and individual member outcomes through coordination of partnership effort, shared resources and knowledge.

2



Creating links between entrepreneurs and clients seeking employment

The Network comprises of over 30 members from NHS, Local Authority & the Third Sector

## The Perth & Kinross Pathway to Employment

The Perth & Kinross Employability Network works in line with the national 5 stage employability pipeline as shown below. Each member supports individuals throughout the stages of this pipeline which are listed on their individual member pages in this booklet.



Page	Member	Stages Provided
5	PUSH Activity Agreements PKC Youth Services	1,2,3,4,5 1,2,3,4,5
6	Barnardos CATH	1,2,3,4,5 1,2,3,5
7	Check-in/Giraffe NHS CMHS	1,2,3,4,5 1,2,3,4,5
8	Perth UHI Drugs & Alcohol	1,2,3 1,2,3,5
9	CAIR Scotland ECLIPS Recovery & Moving on Service APEX Tayside	1,2,3,4 1,2,3
10	Capability Scotland PKC Employment Support Team	1,2,3,4,5 1,2,3,4,5
11	YMCA NHS Growing Capability	1,2,3,4,5 1,2,3
12	Job Centre Plus Mental Health Day Services	3,4 1,2,3
13	Mindspace Recovery College Health & Social Care Academy	1,2,3 1,2,3
14	Minority Ethnic Development Project Perth Six Circle Project	1,2,3 3,5
15	Autism Initiatives PLUS Mental Health	1,2,3,5 1
16	Skills Development Scotland PKAVS Voluntary Action Perthshire	1,2,3,4,5 1,3
17	Tayside Forensic Voices TFV PKC Welfare Rights	1,2,3,4,5 3
18	Employment Connections The Hub Shaw Trust – Westbank Enterprises	1,2,3,4 1,2,3,4,5
19	Autism Support Vision PK	1,2,3,4,5 1,3
20	PKAVS Mental Wellbeing Services The Princes Trust	1,2,3,4 1,2,3,4,5



**Push** – Unsure and unclear about what to do regarding work, it is a difficult decision! PUSH can help you make decisions and support you to find your direction through a variety of Person Centred Planning methods so that you can be all you can be in the workplace!

- We will explore and provide you with knowledge and a level of understanding with regards what you see as your role in the workplace, so that you are more prepared when you move to the next stage.
- We will provide onsite and practical skill development within a retail setting as well as providing opportunities to develop your creative skills (part of our recycling project), IT Skills, working in an office environment and in social care.
- We will work with you to create a measurable action plan so that your progression is challenging, yet achievable.
- We will explore where your interests lie, what skills you have and how this can be developed so that you will reach your potential.
- You will be ready to make plans for your future employment, training, education or volunteer position.



**Contact:** Catriona Palombo  
Stephen Murray

**Address:** 55 South  
Methven Street  
Perth  
PH1 5NX

**Tel:** 01738 621929  
**Email:**

[Stephen@pushinfo.org](mailto:Stephen@pushinfo.org)

**Website:**

[www.pushinfo.org](http://www.pushinfo.org)

**F/Book:**  
4R's Project on Facebook  
**Opening times:** 10-4



**Address:** 68-86 Scott Street  
Perth  
PH2 8JW  
**Tel:** 01738 474592

**Website:**

[www.pkrc.gov.uk/article/2743/Youth-services](http://www.pkrc.gov.uk/article/2743/Youth-services)

**Opening times:**

Mon – Fri 8.45am-5pm  
08:45 – 17:00

#### ACTIVITY AGREEMENT'S

An agreement between a young person and a worker, that the young person will take part in a programme of learning and activity that helps them get ready for formal learning or employment. Activity Agreements help young people to progress into, and sustain, more formal learning or employment. The content of the agreement between the young person and the worker can be very varied – it is unique to that young person. There is usually a focus on employability. Where an Activity Agreement includes group work, this is often done as part of the LINC programmes. An Education Maintenance Allowance of £30 per week is available for eligible young people on Activity Agreements. (Eligibility depends on household income and personal circumstances.)

Activity Agreements are for young people aged between 16 and 19 (up to the 20th birthday) who are not in education, employment or training and who need support to overcome barriers to learning and employment. They are co-ordinated through Perth & Kinross Council Youth Services, but Activity Agreement coaches in Perth & Kinross come from a range of agencies, including:

PKC Youth Services  
Skills Development Scotland  
LOGOS (Cniff)  
YMCA Perth  
SCYD (Blairgowrie)  
Breathe (Aberfeldy)

5

#### Capability Scotland Employment Services

Our team of expert staff will help you develop the skills and confidence you need to find the work you like.

Your Employment Services Officer will give you all the practical support and advice you need to make your move into employment a success. Regular one to one meetings will ensure you are fully supported including help to manage your health condition or disability.

**What can we do for you?**

- CV & Interview Preparation
- Job Matching
- Assistance with your search for employment
- Employability Workshops (Confidence Building, Setting Goals)
- Job Coaching
- The services of an experienced Employment Services Officer
- Limited financial assistance for travel, interview clothes etc.
- Detailed Action and Development Plan



**Contact:** Sandra Tucker

**Address:** Unit 1  
Kingseat Road  
Dunfermline  
KY11 8RV

**Tel:** 01383720613 – 3  
or 07984102543

**Email:**

[Sandra.tucker@capability-scotland.org.uk](mailto:Sandra.tucker@capability-scotland.org.uk)

**Website:**

[www.capability-scotland.org.uk](http://www.capability-scotland.org.uk)



**Contact:** Jackie Scrimgeour

**Address:**  
Employment Support  
Team  
41D St Catherine's  
Road  
Perth  
PH1 5SJ

**Tel:** 01738 477638

**Email:**

[HCEE.maintenance@pkrc.gov.uk](mailto:HCEE.maintenance@pkrc.gov.uk)

**Website:**

[www.pkrc.gov.uk/esit](http://www.pkrc.gov.uk/esit)

#### Employment Support Team

##### 'Working Together for Everyone's Future'

The Employment Support Team offer a range of employability services to people with mental health difficulties, acquired brain injury, autism spectrum diagnosis or learning disabilities from localities throughout Perth and Kinross.

The Team use a person centred approach to help people prepare for, find, access and maintain work. A vocational profile is compiled through meetings and discussions with a team member and the individual;

- Specialist supported employment service provided by the team
- Delivery of Work Skills Training
- Offering Accredited Employability training through retraining
- Setting up work experience opportunities in a wide variety of sectors
- Liaising with and supporting employers to offer paid work opportunities
- Job retention through job coaching and regular workplace appraisals

While in work, ongoing support is offered to individuals and employers in the form of advice, reviewing and monitoring.  
The Team works in partnership with other professionals in an advisory role relating to supported employment issues. This includes Employability Network members and Employers to break down barriers of stigma and discrimination. This helps widen the local job market for people who face additional challenges.

10

## Employability Network Training Matrix



2015/16



## Employability Network Training Matrix

Training Course	Course Content	Date	Time	Location	Cost	Provider	Details
Adult Support & Protection	Online Awareness	As Required	1 Hours	Online	Free	Perth & Kinross Council	Lesley Sindair <a href="mailto:L.Sindair@pkc.gov.uk">L.Sindair@pkc.gov.uk</a>
Anxiety Management	As Required	As Required	2 hours	Loch Leven Community Campus KINROSS	FREE	Perth & Kinross Council Wellbeing Support Team 01577 867320	A 6 session Course looking at the reasons we become anxious as well as offering a variety of options in coping and ways to alleviate our anxieties
ASDAN Short Course	<ul style="list-style-type: none"> <li>Foodwise</li> <li>Volunteering</li> <li>Environment</li> </ul>	As Arrangement		TBC	Free (Jobseeker or Volunteer) £80.00pp other	Check In Works	Anthea Coulter & Sarah Bradley <a href="mailto:anthea@checkin-giraffe.uk">anthea@checkin-giraffe.uk</a> <a href="mailto:sarah@checkin-giraffe.uk">sarah@checkin-giraffe.uk</a>
Assertiveness	As Required	As Required	2 hours	Loch Leven Community Campus KINROSS	FREE	Perth & Kinross Council Wellbeing Support Team 01577 867320	A 4 session Course looking at the reasons we have difficulty asserting ourselves as well as offering a variety of options in developing our skills
Autism Awareness	A full or half day course (depending on requirements) detailing <ul style="list-style-type: none"> <li>"What is Autism / Asperger Syndrome?"</li> </ul>	As Required	As Required	Number 3 One Stop Shop or at location agreed with participants	Free	Autism Initiatives	Please contact Jill Murdoch to discuss. <a href="mailto:jill.murdoch@aiscotland.org.uk">jill.murdoch@aiscotland.org.uk</a> 01738 449327
Autism & Employment	The purpose of this half day session is to give employers, HR personnel and managers some understanding of	As Required	As Required	Number 3 One Stop Shop or at location agreed with participants	Free	Autism Initiatives	Please contact Jill Murdoch to discuss. <a href="mailto:jill.murdoch@aiscotland.org.uk">jill.murdoch@aiscotland.org.uk</a>

## Appendix 3

### **Journey 1 - moved through pipeline stages 2,3,4,5**

Miss A met and had occupational therapy support to understand how her recent experience of illness affected her at work. As part of her support she was supported to link in with relevant voluntary experience in Miss A's locality and then when ready, moved onto a course run by another educational organisation. With ongoing 1:1 support Miss A managed to build her work stamina and last week succeeded in securing part time work.

### **Journey 2 – 2, 3, 4, 5**

Mr B was initially involved with the Network Member as a client and then moved onto training in peer support work. Mr B was recently employed locally for a short placement as the first Peer Support Worker on a Perth & Kinross NHS Community Mental Health Team.

### **Journey 3 – 1, 3, 4, 5**

Mr C was imprisoned for a long period and he was quite insular and blinkered in his thinking, with input from the Network member he developed to such a degree that he became a huge support to other peers within the groups. Through participating in the project programmes Mr C has learned the required practical skills and enhanced his knowledge to help him reintegrate into his local community and to then gain employment.

### **Journey 4 – 1, 2, 3, 4, 5**

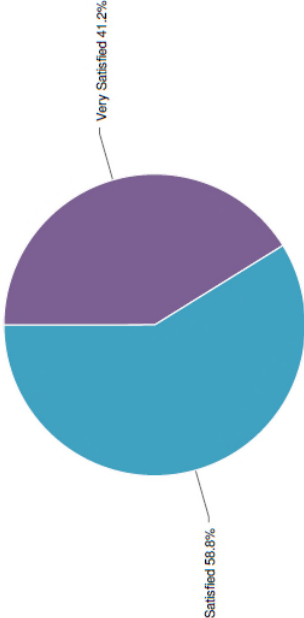
Mr D joined our service at the end of 2012. He was extremely withdrawn but expressed his wish to help out in our café. After months of struggle he began to build his confidence and self-esteem and we recognised that not only had he become very competent in his café work but also that he was naturally caring and supportive. We put Mr D through his SVQ level 2 in Customer service and then through Jobcentre Plus he secured 2 x 6 month placements with Capability Scotland. He is now a permanent member of their relief staff getting regular part time work and has progressed into a volunteering role with us where he supports new and existing clients in the café.

### **Journey 5 – 3, 4, 5**

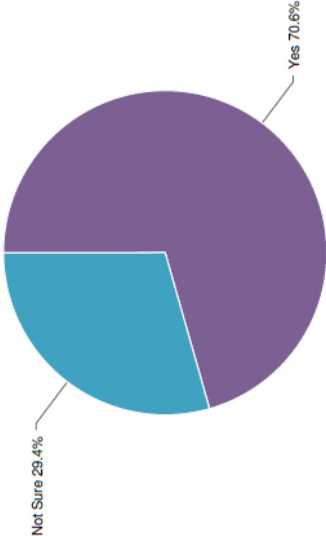
Through partnership working with the Homeless Voice Association five clients supported by the Boxing Project have gained full-time employment. Another five clients completed an ASDAN award with Perth College. Two further clients are now in volunteering roles.

Appendix 4

9. How do you rate the role and functions of the Employability Network?



11. Do you want the Employability Network to continue with its current meeting format?



Value	Percent	Count
Very Satisfied	41.2%	7
Satisfied	58.8%	10
Disatisfied	0.0%	0
Very Disatisfied	0.0%	0
Total		17

Value	Percent	Count
Yes	70.6%	12
Not Sure	29.4%	5
No	0.0%	0
Total		17