

Report of: Sue Wynne, Chief Officer Employment and Skills

**Report to: Outer North East Community Committee - Alwoodley,
Harewood and Wetherby Wards**

**Report author: Keri Evans, Communities and Partnerships Senior
Manager**

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For Information

Employment and Skills Update

Purpose of report

1. The purpose of this report is to update the Outer North East Community Committee on Employment and Skills Service activity and note key unemployment data for the Area.

Main issues

- 2 Take up of services has shown a minimal decreased across the area. In 2015/16, 406 people accessed our services from Outer North East, a decrease on the previous year's total of 530. Please see the ward analysis by service activity below.

People Accessing the Service 2015/16 (April 2015 – March 2016)	Jobshops	Employment Leads	LCC Apprenticeships	Community Learning	Apprenticeship Hub	Re-Making Leads	Headstart	Work Experience	Devolved Youth Contract	Total
Alwoodley	103	7	2	158	2	0	5	0	3	280
Harewood	6	0	0	65	0	0	2	0	1	74
Wetherby	19	2	1	27	1	0	1	1	0	52
Total	128	9	3	250	3	0	8	1	4	406

- 3 The total job outcomes and skills achievements, by ward, as a result of these interventions are detailed in the table below. Outcome volumes for jobs and skills have decreased from the previous year, however, 47% of people who have accessed employability support have gained employment and 88% of people who have accessed skills provision have successfully completed their programme/course.

	People Into Work 2015/16	People with Improved Skills 2015/16
Alwoodley	55 (45%)	156 (88%)
Harewood	6 (67%)	69 (89%)
Wetherby	12 (52%)	26 (79%)
Total	73 (47%)	245 (88%)

- 4 **Jobshops:** The Personal Work Support Package (PWSP), requiring those unemployed residents in receipt of Council Tax Benefit to attend Jobshops for additional jobsearch support, is working well. Since it commenced in April 2015 (mandatory since October 2015), 2,571 people have attended with 31% securing employment. A review of the Package after its first full year of operation has just been completed. A number of actions relating to Jobcentre Plus status and eligibility checks, the induction sessions and referral to additional support will be implemented to further improve the customer experience and outcomes.

Information Advice and Guidance (IAG) services were once again successfully reaccredited against the MATRIX standard in April this year with highlights including the quality of IAG, effectiveness of partnerships and quality improvement.

Following the decision to provide the previously contracted young people's IAG Services delivered by aspire –igen in house, the new proposal will provide an integrated service to young people by co locating and aligning services for the city's most vulnerable adolescents. This will comprise a core team, known as the Pathways Team and a network of appropriately qualified professionals.

- 5 **Adult Learning** - This continues to thrive in the area with over 250 courses being delivered or planned. There is a commitment to ensuring that the offer remains relevant, and responsive to the needs and interests of learners. The current offer includes:

- Brush up English, Maths and language skills
- Computing at a range of different levels from courses targeting older learners to specific programmes to support jobsearch
- Creative arts
- Employability programmes
- English for Speakers of other Languages (ESOL)
- Entry level provision linked to future developments in retail, business administration and customer services.
- Family Learning and Wider Family Learning programmes

- 6 **Business Engagement** - The Churchill Retirement development in Wetherby, is a redevelopment of 56 retirement apartments. The Employment & Skills targets have been agreed at 5 Jobs and 1 Apprenticeship and the development is expected to be completed in December 2016. There are also a further 6 live Development/Business contacts within East North East, within the adjoining Community Committee Areas.

Victoria Gate, the re-development of Eastgate, includes a John Lewis store, an additional 30 units (mix of fashion and restaurant / catering outlets) and a casino.

John Lewis have completed the majority of their recruitment for the 550 jobs, this includes 30 BHS staff who were at risk of redundancy. The store will be releasing their temporary Christmas vacancies in September on their website www.jlpjobs.com.

The other opportunities at the 30 smaller units and the food / beverage outlets were promoted at a series of Roadshows at the following Community Hubs in June.

- Reginald (250+ attendees)
- Great George Street (400+ attendees)
- Armley (90+ attendees)
- St Georges (50+ attendees)

The Job vacancies for these retailers are likely to be announced in August and will be advertised on the Victoria Gate Jobs portal www.victoriagate.co.uk/jobs.

The Casino will open in late November and will start their recruitment 12 weeks prior to opening, full details of the roles are on their website www.victoriagatecasino.co.uk/recruitment. Information sessions have been arranged for end of August / beginning of September. That will provide an overview of what it's like to work in a casino, training provided and an outline of potential career progression.

The following sessions have been arranged within the Area:

- Compton Centre 30th August – 2:00pm to 3:00pm 20 places available
- Compton Centre 30th August – 3:15pm to 4:15pm 20 places available
- Seacroft Library 2nd September – 2:00pm to 3:00pm 100 places available

7 **East North East Employment & Skills Board Activities.** There are five priorities set by the Board for the East North East area that partners are developing activities to support.

1. Support people with mild to moderate mental health issues
2. Support people to progress into work through skills training
3. Availability of ESOL programmes
4. Support people 50+ into work
5. Support young people (16-24) into work

The East North East Employment and Skills Activity Plan is detailed in Appendix 1.

8 **Additional Activity** - Over 5,000 young people and their parents and carers attended the Leeds Apprenticeship Recruitment Fair at the First Direct Arena on the 14 March 2016. The 3 hour event hosted access to employers and training providers with live and planned vacancies. Visitors were able to obtain information on a wide range of possible job roles and careers or to seek more detailed advice on specific job roles or employers.

Over 1,100 expression of interest forms were completed by young people at the event in response to live vacancies and these have now been processed by Apprenticeship Hub staff and referred to the appropriate employers and training providers. These will be tracked over the next few months to record how many are offered and start an

apprenticeship and to ensure that those that do not can continue to access help and support to access other opportunities.

Conclusion

- 9 The Service has continued to support a number of residents from all wards across its provision. The employability support available to residents is set to increase significantly over the coming months as the city benefits from a number of initiatives funded through the European Structural and Investment Fund, ESIF. In combination, these programmes will offer employability and skills support to unemployed residents with specific and tailored support for those furthest from the labour market with multiple and complex needs.

Unemployment rates within the two main benefit types generally mirror the city picture. There has been a significant reduction over time in JSA volumes but a smaller reduction for those in receipt of health related work benefits particularly. The new programmes detailed above and the proposed new national Work and Health Programme will seek to address these challenges.

Recommendations

10. It is recommended that Members:
- note the content of this report
 - receive a further update in 2017 to include detail and progress on the ESIF programme

Background information

11. The JSA and Working Age Client Group volumes by ward are included below:

	16-64 Age Group JSA Claimants				16-64 Age Group DWP Working Age Client Group			
	Mar 2016	Mar 2015	2015-16 Change	% or pp	Aug 2015	Aug 2014	2015-16 Change	% or pp
Alwoodley	185	250	-65	-26.00%	1,020	1,035	-15	-1.45%
Harewood	55	60	-5	-8.33%	375	400	-25	-6.25%
Wetherby	45	65	-20	-30.77%	490	490	0	0.00%
Total	285	375	-90	-24.00%	1885	1925	-40	-2.08%

Appendix 1 - ENE Employment & Skills Board Activity Plan updated June 2016

Priority	E&S Board Date	Theme	Activity	By Whom	Progress
1	Feb16	Support people with mild to moderate mental health issues	<ul style="list-style-type: none"> Pilot the establishment of a panel for each family to develop a 'prescription for learning' as part of a support package for progression into work. New Development Worker post at the Reginald Centre to establish and monitor this approach based on the current lead practitioner model used by Families First Embed partnerships between Community Hubs / Families First/ Mental Health Services / Community Learning Community Learning Trust Board to map the current offer and review the appropriateness and sufficiency of provision within the area Explore opportunities for Hubs to offer additional support and accommodate delivery Implement new Mental Health Employability Pilot 	<p>LW / NH</p> <p>LW / NH</p> <p>LW / NH</p> <p>AMS/AE</p> <p>JH/NH</p> <p>JH</p>	<ul style="list-style-type: none"> Families First provided training to Hubs, to cross reference customers to make appropriate referrals. – NH / LW Development Worker Appointed (Joeshph Kiff). Referral process to be developed to the Mental Health Employability Pilot - NH Initial CLTB mapping exercise undertaken, this will be expanded through the connectivity with the Mental Health Pilot and the identified unmet need. Explore opportunities offered by "Clear Aims" to pilot a shared self - assessment/diagnosis resource AMS/NH – Standard diagnostic tool, to be trialled at Reginald. Mental Health Employability Pilot to start deliver at Reginald Jun 16 - JH
2	May 16	Support people progress into work through skills training	<ul style="list-style-type: none"> Targeted marketing of skills programmes to Hub customers in general including PWSP customers Raise awareness of career progression in Retail and review retail training options for those in p/t work and on JSA Roll out staff development around recognition and identification of customers English and Maths needs Improve links between DWP Social Justice Team Work Coaches and Hub staff for referrals, marketing and customer support Promote business start ups and self employment 	<p>NH</p> <p>All</p> <p>NH/AMS</p> <p>NH/SB</p>	<ul style="list-style-type: none"> Increased Adult Education Funding for 2016 / 17 available until 31st July. To identify need, gaps or insufficient provision. Discussed viability of courses i.e. attendance / no. of customers, look to pilot through Community Learning provision – NH / CW /AMS /AE. NH awaiting response from AMS. To develop an electronic prospectus for the main skills offers at the Hubs – NH / AE / AMS

					<ul style="list-style-type: none"> • Victoria Gate roadshow publicity circulated and around 250 residents attended the event outside Reginald Centre. Customers at Compton Centre were actively signposted to Reginald Centre event. • Retail Careers Ladder information circulated for further discussion – KE. A DWP Retail Sector Based Work Academy to be developed in conjunction with White Rose Centre, offering a guaranteed interview and paid travel expenses – SB / JH • Training to be provided to Hub Staff to identify Maths / Eng needs – NH / AMS • DWP Social Justice Team Work Coaches are based within the Hubs • Careers Fair to take place at Reginald Centre 27/7/16 – NH • Link to be developed with Askham Bryan re: LCC Parks
3	May 16	Availability of ESOL programmes	<ul style="list-style-type: none"> • Connect funding for ESOL to provide comprehensive provision, especially around ESIF • Review the offer in the area to meet the differentiated needs of migrants and other target communities • Raise awareness and maximise referrals to ESOL provision available within the area, using MESH network • Improve connections with Migration Yorkshire including the development of ESOL for work/life resources • Explore opportunities to accommodate ESOL delivery within hubs 	<p>All</p> <p>AMS/KE/CW</p> <p>All</p> <p>AMS</p> <p>NH/AMS</p>	<ul style="list-style-type: none"> • Increased Adult Education Funding for 2016 / 17. To identify need, gaps or insufficient provision. ESOL classes very popular and always fully booked – NH / CW /AMS / AE • LCClge commenced new ESOL delivery at Reginald and Compton centre - 90 recruited. Provision increasing where possible as a result of being reinstated as an SFA priority for spend • Explore possibilities for local ESOL celebration in Festival for Learning Month (June) at Reginald - CW/AMS/NH • Path Yorkshire secured £10k through INE

					Well-being Fund to continue ESOL provision – CW <ul style="list-style-type: none"> • Fever FM to be asked to promote local ESOL provision – CW
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4	Oct 16	Support people 50+ into work	<ul style="list-style-type: none"> • Explore potential for existing programmes delivered by LC College for DWP to be delivered locally, including Hubs • Review learning offer with a view to increasing the support for IT, English, Work Experience • Convene a meeting of key partners to formalise approach to the support of this group 	NH/AMS/A E AMS TBC	
5	Oct 16	Support young people (16-24) into work	<ul style="list-style-type: none"> • Youth Obligation – explore local support measures when further details become available • Apprenticeships - To develop the apprenticeship scheme in Citizens and Communities to give current apprentices responsibilities around effective engagement of young people in Community Hub services • Apprenticeship Levy – confirm role of the Board in implementation 		

Additional items <ul style="list-style-type: none"> • JH to ascertain availability of funding available to the Board – Confirmed that this Board is to align existing rather than fund anything additional – Jul 16 • Noted that other ward Members may attend future Board meetings • Community Led Local Development (CLLD) – 31st Aug deadline for strategy for £3m Euros over 5 years focused on enterprise and employability across Inner East & Chapeltown. Local Action Group (LAG) to be developed – Board members to provide comment & data - All (JM) 					
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