

## Scrutiny Board (Environment and Neighbourhoods) 2009/2010 – Worklessness Inquiry - Recommendation Monitoring

No	Recommendation	Where we are up to	Stage	Cont
1	That the Director of Environment and Neighbourhoods ensures that appropriate briefings are provided immediately to relevant staff within Economic Development and Planning Services in City Development on the objectives of the Employment Leeds model to help raise its profile amongst employers and developers.	Following the Government's emergency budget in June 2010, around 50% of the funding sought from Yorkshire was no longer available. The business case was reworked and resubmitted to Yorkshire Forward for ERDF funding in September of £1.3m over 3 years. It is anticipated that the appraisal of the business case by Yorkshire Forward will be completed and approved before the end of December and the approach launched before the end of January 2010. Senior officers from City Development and Environment and Neighbourhoods have been involved in the development of the model and or received briefings. These include the Chief Officer / Heads of Service for Business Support (incl. Inward Investment), Renaissance (Major Projects), Economic Policy and Planning. Work has been undertaken to deliver a wider engagement programme involving briefing staff and partner agencies on joined-up working to support businesses and investors in Leeds. A communications plan to advice employers of the service is also being drafted.		
2	That the Director of Environment and Neighbourhoods leads on ensuring that a more systematic data sharing mechanism is developed between Economic Development and the Regeneration Services in relation to data gathered on the local economy and potential employers and investors coming into the city.	The Economic Development and Regeneration Services have commenced work to develop a more systematic approach to sharing data and intelligence on changes in the labour market and employer needs. Meetings have taken place with service leads to identify information and intelligence sources and processes for sharing these and supporting joint working on Employment Leeds. Overseen by an officer steering group work is progressing to adopt and embed this as a way forward on all business support approaches.		
3	That the Director of Environment and Neighbourhoods develops an action plan over the next 6 months to determine the existing customer demand for Jobshop services and to explore ways in which such demand needs can be met effectively. In particular, attention should be given to the potential demand on services in the short term in anticipation of the challenges presented by continuing decreases in public funding nationally.	A project brief has been agreed for the review of outreach provision in communities including jobshop premises and this will be completed by the end of January 2011. This will cover the location and accessibility of jobshops and outreach services to communities with the highest levels of out-of-work benefit claimants, the numbers of individuals accessing the service, customer feedback on the quality and effectiveness of the service and the cost to the service of refocusing where required.		

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4	(i) That the Director of Environment and Neighbourhoods leads on producing and maintaining an up-to-date electronic directory of employability support services /schemes /agencies within Leeds. (ii) That this directory is widely publicised and responsibility placed upon all partners to keep the directory up-to-date.	<p>Briefings have taken place with staff to improve the capture of information on service users and performance management information.</p> <p>In the short term, to serve the needs of the increasing number of Job Seeker Allowance claimants, the Job Shop service has been reprioritized. Revised opening hours were introduced in June to create a more coherent service offer. New provision has been made within the recently opened Joint Service Centres at Harehills and Chapeltown.</p> <p>Given the number of policy and expenditure changes over recent months, it has been difficult for providers to identify future provision with any certainty. It is proposed that this work will be undertaken in conjunction with Jobcentre Plus as part of the roll out of an enhanced community outreach approach. The directory will include information on employability support agencies / providers and the activity which they are delivering to target clients or in specific localities. The information will enable outreach workers and providers to refer clients to the most appropriate providers to meet the client's needs and make the best use of limited resources. This issue is addressed in the project brief on information and intelligence and the project brief on improving community outreach approach now being rolled out in the EASEL area.</p>	
5	That, in recognition of the success of the Future Jobs Fund (FJF) programme and Work4Leeds Apprenticeship programme, the Council ensures that any future expansions to these schemes also adopt a minimum of 6 months work experience.	The DWP FJF programme will come to an end in March 2011. To date, 500 participants have been recruited to the FJF programme. 217 participants have completed their placements and 98 have secured employment and 17 have secured FE/HE or training places. The Work4Leeds Apprenticeship programme provides places covering a minimum period of 12 months. In 2009/10 it provided apprenticeship training to 254 staff and to date 125 staff have been recruited to the programme during 2010/11.	

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6	That the Director of Environment and Neighbourhoods and the External Relations Manager at Leeds Jobcentre Plus produce a joint action plan aimed at generating greater awareness amongst Leeds Youth Service staff about the provisions available for addressing youth unemployment.	An action point has been included in the NEET Improvement Plan to develop better links to employability support provision. Meetings have already taken place to ensure Integrated Youth Support Services staff are made aware of the provision within the Council and Jobcentre Plus for NEET young people. Work is ongoing to ensure that staff can make referrals to appropriate provision and individuals can be tracked to ensure they remain supported and have a successful outcome. Jobcentre Plus and the Regeneration Service are working with the Integrated Youth Service to provide information on the programmes, key eligibility criteria and referral protocols and signposting information to enable IYSS staff and the Connexions providers to articulate the employment and training offers currently available. Regeneration staff will support work in Children's Services to submit a bid to become the local fund manager to commission interventions to support NEET young people through ESF funding and better link these to employment and training opportunities.	
7	To encourage the development of data sharing protocols further across the Council and its partners, we recommend that the Director of Environment and Neighbourhoods ensures that the lessons arising from the Council's data sharing pilot project with DWP on lone parent benefit claimants are reviewed and widely disseminated to illustrate the benefits of such an approach.	Learning from the pilot is being shared with services that face similar challenges to ensure effective targeting and collaborative working to improve outcomes for supported individuals. DWP has now issued guidance nationally and maintains the contact established through the Data Sharing Pilot and this is proving to be helpful in progressing information requests to DWP on FJF placements and NEETs transferring to JSA and obtaining advice and guidance. The revised approach to Community Outreach to be rolled out in the EASEL area will be supported by use of data from the Council's Revenue and Benefits Service to target outreach to specific households.	
8	That, where appropriate, the Director of Environment and Neighbourhoods leads on exploring the use of the Council's powers to promote economic and social well-being and the processes for obtaining informed consent from individuals to make best use of data to target and deliver activity to reduce worklessness.	We will seek to continue to identify opportunities to take this work forward with the Chief Officer Revenues and Benefits and the Assist Chief Executive (Corporate Governance) and other services to more effectively target activity to reduce worklessness.	

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9	That the Director of Environment and Neighbourhoods ensures that the evaluation findings from the 4 Families pilot project is brought back to Scrutiny for consideration once available.	The evaluation study has been completed and the headline findings reported to stakeholders. The report considers the ways in which agencies can work to co-operate more effectively and whether a personalised approach is a cost effective way of reducing worklessness. The 3 tiered approach to community outreach being rolled out in the Jobs and Skills service enables the mainstreaming of this approach taking board the lessons from the pilot.	
10	That the Director of Environment and Neighbourhoods leads on ensuring that the Leeds Works and Skills Plan a) complements and adds value to the Leeds City Region plan to make best use of resources; b) promotes a joined up approach towards tackling worklessness, with particular attention given to strengthening the links between employability support services for adults and young people.	The new Government has confirmed that there will no longer be a requirement to produce a Work and Skills Plan. However, partners are agreed that an evidence based approach to the use and targeting of resources is still required and a plan identifying priorities, actions and success measures will assist in developing a more coherent and joined up approach where the effectiveness of interventions can be monitored  An Employment and Skills Plan will provide the partnership with a framework to build on its existing approach to delivering a sufficiently wide range of skills and employability support to meet differing needs across the City including adults and young people and to ensure that programmes are complementary and make the most effective use of limited public sector resources. Jointly planning interventions to provide a more coherent offer of support from the key agencies involved will assist in overcoming any disconnect between these. Work will commence on this shortly and will reflect the government's policy and expenditure decisions are the impact of these at a local level becomes known.	
11	That the Director of Environment and Neighbourhoods ensures that all Elected Members are made aware of the Area-based	New governance arrangements are under consideration to ensure that employability and skills initiatives are linked to the delivery of both	

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	Worklessness Groups and advised on how they can be engaged in the work of these groups.	spatial and thematic regeneration and housing programmes. This will include elected member representation. We will continue to support local providers through contract meetings, networking events and through a directory of provision.		
12	That the Director of Environment and Neighbourhoods ensures that future quarterly performance management reports include more case study evidence of where actions and initiatives aimed at tackling worklessness have proved to be successful.	Case studies are being produced that will map customer journeys and outcomes to develop a better understanding and share learning on the effectiveness of different types of interventions in achieving successful outcomes for participants with different needs. This is seen as a key workstream in the project to improve information and intelligence.		