

BARNSELY METROPOLITAN BOROUGH COUNCIL

DEARNE AREA COUNCIL 27th July 2015

**Report of the
Dearne Area Council Manager**

Dearne Area Council update on Performance and Commissioning

1.0 Purpose of Report

1.1 This report provides members with an update on the delivery of the Dearne Area Councils current commissions.

2.0 Recommendations

2.1 That members note the continued progress of the two current commissions

3.0 Current Commissions

3.1 Training for employment

Following various consultation exercises in 2013 The Dearne Area Council agreed the priorities for the Dearne area. One of the priorities is the need for residents to gain skills and learning for work. After a competitive tender process the training for employment contract was awarded to VAB in conjunction with Dearne electronic community village.

The training for employment contract was awarded from 3rd October 2014 until the 2nd October 2015 with a full contract price of £75,000. During quarter three, which is the period 16th April 2015 to 19th of June 2015 a total of 8 people had entered local employment which brings the total that have entered employment to 26 during the 8 months this contract has been operational.

Based on the theory that each person going into employment was previously claiming job seekers allowance of £73.10, the wider social return on each participant gaining employment would be an economic saving of £292 per month. In the 8 months since this contract started 26 people have secured employment. £292 (JSA per month) x 26 (participants) = **£7,592**. If all of the individuals stayed in employment for 12 months the social return on investment for those 20 individuals would be **£91,104**

Therefore for every month those 26 employees are in employment a wider social return on investment is made. This figure does not take into consideration that some of them may have been claiming DLA, receiving housing benefit or contributing by way of paying taxes. The other positive value would be that because of being in employment (having more money to spend) they may be contributing more to local businesses.

This very basic figure also does not take into consideration that because they may be more fit and active, mentally and physically, they are less likely to access front line services, again lessening the financial burden on wider service provision.

This contract continues to progress well with no concerns.

See **Appendix One** for a full breakdown of figures, case studies and an analysis of the social return on investment.

3.2 **Enforcement**

Since the last Area Council meeting on the 1st of June 2015 no monitoring meeting has taken place, however the next meeting is scheduled for early August. The Area Council Manager and Area Council chair have had a very positive meeting with Jane Brannan who manages the housing enforcement team in the area. Jane has been asked to produce reports for the Area Council with regards to the housing enforcement activity in the area and will be invited to a future meeting in order to discuss the service offer.

4.0 **Appendices**

4.1 Appendix 1: Training for employment report

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Date:

27th June 2015

Appendix 1

Training for employment- VAB and Dearne Electronic Community Village

Background

Following consultation and intelligence from the research team The Dearne Area Council agreed that the priorities for the Dearne Area would be as follows:

- Improving the economy
- Young People
- Skills and learning for work
- Environment
- Improving Health

Unemployment is one of the biggest issues in the Dearne Area. Therefore Voluntary Action Barnsley (VAB) and Dearne electronic community village have been commissioned to provide a training for employment service in the Dearne Area. The contract was awarded from 3rd October 2014 until the 2nd October 2015 with a full contract price of £75,000.

This contract meets three of the priorities, improving the economy (people gaining employment), skills and training for work and improving health (both mental and physical by giving people a focus).

The service operates from the Salvation Army, Dearne electronic community village, Embankment center and the Dearne community children’s centre.

Training for employment – Quarter 3 report received on 29th

June 2015

Skills and learning for work		RAG
	Satisfactory quarterly monitoring report and contract management meeting.	
	Milestones achieved	
Improving the economy	Outcome indicator targets met	
	Social value targets met	
	Satisfactory spend and financial information	
	Overall satisfaction with delivery against contract	

The figures below are the actual numbers for the period 17th April to 19th June 2015.

Activity Intervention Targets

	Quarter 1		Quarter 2		Quarter 3	
	Target	Actual	Target	Actual	Target	Actual
Learners Recruited	8	44	8	45	8	37
Learners achieving qualification	8	5	8	39	8	12
Learners into employment	2	4	2	14	2	8
Learners into local employment	1	4	1	14	1	8
Learners into further Training	2	10	2	10	2	18

Secured local employment

During this quarter 8 people have secured employment that is 26 in the 8 months the contracts been operational. Examples of the local employment opportunities are below:

- TS – Chef – F/T (Tesco)
- WT - Parcel Force – Driver – Full Time
- CN - Capita (British Gas) Manvers - Customer Service advisor - Full Time (12 week trial)
- MT - First Buses Rotherham - Bus Driver - Full Time
- MP - ASOS Grimethorpe - Warehouse Operative - As and when temp contract
- MM - Maid 2 Clean Goldthorpe – Cleaner - Part Time
- AH - Business Admin – Apprenticeship
- VP - Capita (British Gas) Manvers - Customer Service advisor - Full Time

Further training

Some of the further training that participants have been referred to is highlighted below:

- Dearne Valley College – Maths and English – a proportion of DECV attendees
- MW - Learn My Way – VAB - On going
- DB - Learn My Way – VAB - On going
- KK- Learn My Way – VAB - On going
- LC - Level 2 Health and Social Care - Age UK - No show
- H - Level 2 Health and Social Care Age UK - No show

Volunteers

Over the last 8 months three volunteers have been trained to support the worker on this contract. Our latest volunteer is very experienced on updating CV, recruitment and undertaken universal job searches. He works alongside the workers in order to enhance the support given to people.

Referrals to other support services

- BR - Talent Match - Not engaged with service
- JE - Talent Match - Just starting support
- JE - Supported Volunteering - Awaiting placement
- JR - Supported Volunteering - Tried placement - no longer attends
- DL - Supported Volunteering - Set up placement but didn't attend

Outcome indicators

Outcome indicators	Quarter 1		Quarter 2		Quarter 3	
	Target	Actual	Target	Actual	Target	Actual
Unemployed People working towards making a positive contribution.	8	37	8	42	8	37
Unemployed People taking control over their life & activities	8	37	8	42	8	37

Social value objectives

	Quarter 1		Quarter 2		Quarter 3	
	Target	Actual	Target	Actual	Target	Actual
Unemployed people having more confidence & self-esteem to be able to access work or move on to further training.	8	37	8	42	8	37

Employers' Fair

The event was attended by a number of support services and employers although more representatives from the employment side would have been preferred as warehousing were missing and the responses from Aldi/Asos and Asda were negative as they use recruitment agencies and therefore felt it was of no benefit to themselves or our attendees. Over 100 people accessed the event and the feedback overall was positive from attendees and the services in attendance. We would like to arrange another event of a similar nature but run it for half a day or even try an evening or weekend event.

Social return on investment

Based on the theory that each person going into employment was previously claiming job seekers allowance £73.10, the wider social return on each participant gaining employment would be an economic saving of £292 per month. In the 8 months since this contract started 26 people have secured employment.

£292 (JSA per month) x 26 (participants) = **£7,592**. If all of the individuals stayed in employment for 12 months the social return on investment for those 26 individuals would be **£91,104**

Therefore for every month those 26 employees are in employment a wider social return on investment is made. This figure does not take into consideration that some of them may have been claiming DLA, receiving housing benefit or contributing by paying taxes. The other positive value would be by being in employment (having more money to spend) they may be contributing more to local businesses.

This very basic figure also does not take into consideration that because they may be more fit and active, mentally and physically, they are less likely to access front line services, again lessening the financial burden on wider service provision.

Case studies

Case Study 1

Rita was referred by her ESA advisor at the jobcentre after making the decision to take the first steps back into employment after many years and some difficult health problems. Lisa has bad problems with nerves and panic attacks and hadn't left her house in quite some time before attending, suffering from Agoraphobia. My idea was to concentrate on the fun aspects of ICT training and leave the employability tasks till a later date. I also decided (although I usually teach small groups) to do one to one with Rita, as she was nervous about other learners. On her first session she physically trembled for the whole 2 hours! I concentrated on her hobbies and we used the computer to research her favourite music and also looked at things like knitting patterns online. I made sure the atmosphere was welcoming and friendly and chose a quiet afternoon for the regular weekly session. Eventually, Rita grew more comfortable and started turning up without the help of her relatives. She began to enjoy the sessions and enjoyed the time out of the house. She eventually

completed the computer course and gained the certificates, which was a great moment! We created a CV, getting ready to look for employment. Gaining a qualification was also important for Rita, as she had never achieved this before, either in school or in working life. She has also made friends in class, as the one to one became a small group.

Barriers to learning - what were they and how were they overcome?

Agoraphobia, nerves, panic attacks. Under confident, very low self-esteem. Overcame with – 1 to 1 sessions, eventually small group, friendly relaxed atmosphere, enjoyable, fun tasks, lots of positive feedback and formative assessment. Pace determined by learner. Tea & Biscuits!

Progression – Further learning opportunities, employment skills etc

Has had to stop attending due to the loss of her grandson recently. Hopefully she is to return in the near future.

Beneficiary Feedback “Thankyou Rory for all the patience and understanding. Can't believe I have achieved a certificate!”

Case Study 2

When Tony first attended the session he had been out of work for over a year, having moved from a good job in London to be with his partner. Tony had an interesting CV with jobs ranging from Council work to Learning Assistant. His CV needed re-working and updating. He also needed setting up on UJM and other employment agency sites.

We completed the initial assessment so I could gauge learner level. Tony enrolled on the OCR Award in ICT and completed all Units, gaining the full qualification plus the award in Living Skills. This has boosted his confidence and has also helped him with looking for work at home, with both ICT and Job search activities. Tony also enrolled on Learn my Way. He finds this very beneficial and is now considering taking his banking online for the first time.

In sessions we split the course content in 2. One half on the ICT award and the other on Job search activities and employability skills. Tony applied for around 3 jobs per session, mainly concentrating on finding anything (from warehouse to kitchen assistant). We worked on a cover letter and updated Universal Job match and a new updated CV. After many interviews in local public houses, he has eventually found work at a supermarket, working in the café as a chef. Tony has received his certificates from OCR. He has grasped Universal Job match, has updated his CV/Cover letter and is familiar with different methods of application (UJM / Email / Jobsite / Agencies).

Progression – Further learning opportunities, employment skills etc

We helped secure Full time employment for Tony at Tesco's. I have also put him in touch with Dearne Valley College regarding Level 2 ITQ ICT course.

Beneficiary Feedback - I was fairly new to computing when I first came to see Rory and a little nervous at attending. It's been a while since I did any kind of course. We

made a plan of action in the first session and set out aims. We also had a plan for job search activities and within the first few sessions had completed CV / Cover letter / UJM account and other job site registrations. After many applications and also a few interviews I've finally secured employment. I'd like to thank Rory and VAB for giving time, effort and much patience! Thank you!!

Case Study 3

Wayne came to the centre, having been referred by the jobcentre. He had worked in warehouses for many years. Wayne had no experience with computers at all when he came to DECV. He had lots of difficulty using a mouse and keyboard, little confidence in himself and felt un-motivated by previous help he had received recently from a different provider. I started with an initial assessment and review, before doing some simple taster exercises. After a few sessions Wayne was ready to enrol on the OCR qualification. I also signed him up for Learn my Way. Wayne's CV needed an update and a re-design as it wasn't easy to read and not ordered correctly. He also needed a cover letter and Jobmatch account. Working 1 to 1 and at Wayne's pace we slowly progressed. Confidence grew and he began showing real signs of improvement and starting feeling much more comfortable and at home in class. He can now use Windows, Microsoft Word, Microsoft Excel, Internet Basics, Email Basics (and attachments). He has also shown an interest in using a computer for sound recording, something I can also help him with. Alongside the ICT, we worked hard on getting Wayne back into Employment. He wanted a change, after years in a warehouse. He had previously worked as a delivery driver (car parts) so we started here. Within two weeks Wayne had 2 interviews! Both Driving jobs. He has now secured employment with Parcelforce, Full Time!

Barriers to learning - what were they and how were they overcome?

Wayne was nervous and extremely under confident on the first session and hadn't completed a course of study in quite a while, since school. One to one with the tutor and a friendly, relaxed atmosphere in class helped with nerves and steady course progression. He passed all Units and has a full understanding of online jobsearch and Universal Jobmatch. Also, the opportunity to begin (and hopefully complete) 'Learn my Way' from home gave will give Wayne the chance to learn more in his spare time.

Progression – Further learning opportunities, employment skills etc

Progressed into full time employment – Delivery Driver – Parcelforce. In house training to be undertaken.

Beneficiary Feedback -"I would like to thank Rory for all the hard graft and his huge amounts of patience with me. I really enjoyed the sessions and surprised myself how quickly I learned the basics. I've found a new hobby in computers and really enjoy searching the Internet and will be looking into building my own small studio to record music. I'm so relieved to be back into employment! Thank you very much for all the help!"

Case Study 4

Mandy was a regular attendee of the Salvation Army, and although signing on, ever really accessed our service, despite being encouraged to by Alison Sykes.

Mandy has never had a paid job; she had been a stay at home mum and a carer for her partner for 13 years.

How the Work Club has helped – Mandy came to us to help her put a CV together. Despite not working, she had a lot of transferable skills she could apply to a job, but found the job search part quite overwhelming and felt that the job centre weren't supporting her to do this. She freely admitted that she struggled a bit with her reading and writing and found computers in general very intimidating. Alison from the Salvation Army commented on the change she saw in Mandy from accessing our service for such a short time.

When Mandy first came, she was quite anxious to get in and out, but once she saw how we could help her with her job search, she accessed the service twice a week and spent more time job hunting, each time. A volunteer and I helped her with her universal Jobmatch and filling in her JC book, which she found tricky. She had been in a cycle of being sanctioned and feeling the pressure with the job centre but feeling too overwhelmed as to what to do.

Current Progression –Mandy was looking for cleaning work, and with just a short amount of time invested in helping her to look and apply for jobs, she soon got a call from a cleaning company looking to recruit in Goldthorpe and wanted to interview her. To say Mandy was over the moon was an understatement. I have never seen anyone smile so much. This interview alone was the biggest confidence boost she needed. She even said if she didn't get it then at least it was experience for her as she had never had an interview.

I kept in contact with Mandy up till interview day and helped her get a reference from Alison at the Salvation Army. Unfortunately the woman conducting the interview had to cancel due to personal circumstances, however kept in contact with Mandy to rearrange.

Mandy came back into the job club to tell me she had been texting the woman and they were getting on really well, although she hadn't had a formal interview, it was looking promising she had got the job. It got scheduled a few more times but the next thing I knew she came back in to show me her cleaning check lists for the jobs she has to do, her identity card for the company and to tell me that she will be working in and around Goldthorpe as she doesn't drive, but Mandy was saying as soon as she starts earning, she is going to learn! It seemed she had got the job without having a formal interview!

She gets to work the hours she wants as long as the job is done and this is just the flexibility that Mandy needs. The change in her in just a few weeks is unbelievable, not only from what I've seen, but from what Alison has said, who has known her for years.

Case Study 5

Martin had been out of work since November 2013. He had been on a joint claim of ESA with his wife, who had been diagnosed with a long term health condition. He started attending the job club at the Salvation Army back in January 2015.

Martin was feeling very desperate about his situation and was worried getting back into work would affect the ESA claim, and make his family worse off.

How the Work Club has helped – On initial chat with Martin, it was clear he was desperate to get back into work. He had a wide and varied CV, but was happy just to do anything to get back to earning. Jo Concannon from Potential 4 Skills was at the work club that day, and she also spoke to Martin as to what her company could offer him. He decided that he was interested in doing his security guard training, and we sat and looked at what jobs were available in this area, to show him that it was worth while doing.

Martin was overwhelmed with the support and help he had gotten that day and he was pleased his life was starting to turn around. Unfortunately Martin had problems with the training. The initial starting day got cancelled after he had made his way over to the Learn Direct Centre in Rotherham, where this training was being offered. With his very limited supply of money, he found it was hard to access the training. We had spoken to Martin about getting bus passes from the Salvation Army to help, but I think the first day had dishearten him and he wasn't keen to pursue this, despite having the bus pas offer and a rearranged training date.

Martin used the job club only a handful of times for job searching and help with some application forms. He also spoke to a DWP advisor, who gave him information about his ESA claim and how this would be affected when he got back into work. On one of these occasions Martin attended in a very emotional estate, completely overwhelmed with the whole situation. I took the time to listen and helped talk about what was going on in his life and how he felt. After this I didn't see anything of him, but tried where possible to keep in contact with him over email, knowing that sometimes life can get in the way of attending the types of services on a regular basis. I would often send him job links I had found that were suitable, but found all communication soon dried up.

Current Progression - Just in the last month Martin has been back into the work club to inform me he has now been offered a job with First Buses in Rotherham as a full time bus driver. This was emotional news for Martin, who was totally overwhelmed with how his luck had turned around. He brought me a lovely letter as to how the service has supported him through quite a tough time in his life. He told me how he had got £3 to last him 5 days and was unsure how he was going to eat. With the help of Alison at the Salvation Army, we got Martin some food and bus passes, (After much persuasion on his part as he didn't want to take them!) to help him through the next few days.

He has since been back and got a couple more bus passes to help him get to his training. He has also been into the Salvation Army to give a few food donations in for the help he has received.

Although the job club didn't directly help Martin with this job application in anyway, the help and support he received was what encouraged him to do it on his own.

