

PERTH AND KINROSS COUNCIL

Housing and Health Committee

26 August 2015

Employability Network Development Plan 2015 - 2018

Report by Executive Director (Housing and Community Care)

PURPOSE OF REPORT

This report provides Housing and Health Committee with an update on the progress achieved during the Employability Network's third year of operation and now in its second phase of development. The report highlights some of the key developments 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 August 2011 (Report 11/435 refers). Housing and Health Committee received an update on the Network's progress during its first year of operation at its meeting on 6 February (Report 13/57 refers) and again at its meeting on 29 January 2014 (Report 14/15 refers).
- 1.2 The Network consists of representatives drawn from statutory, voluntary and 'not for profit' sectors. It was originally established to provide a coordinated and targeted support structure for people facing particular challenges in accessing meaningful training and employment opportunities. This was 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.
- 1.2 The work of the Network has been underpinned by the *Employability Pipeline*. This has helped to guide partners in identifying the stages of support appropriate to the needs and circumstances of individual service users. The Network agreed to progress all future developments in line with the nationally recognised 5 Stage Employability Pipeline with effect from 29 April 2015. This move from the original 8 stages to 5 stages is evidenced in Appendix 1 to this report.

2 PROGRESS TO DATE

- 2.1 As a Network there has been a significant increase in the number of individuals attaining paid employment or supported to sustain their paid employment. There has been an increase from 86 to 191, a 122% increase from last year.

- 2.2 As part of the continuing evolution of the Network, the responsibility for administration and support falls to the Governance Group. This was established in 2013, consists of partners across sectors including Perth and Kinross Council, NHS Tayside, Shaw Trust, Giraffe Enterprises, Job Centre Plus and Perth College, 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 carried out 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.
- 2.3 The Development Plan 2011 – 2014 identified priority activities which have now been achieved. The Development Plan 2015 – 2018, as outlined in Appendix 2, is now being implemented with themes and work streams based on the outcomes of the 2014 Network Member Survey as detailed in Appendix 3 (survey extracts).
- 2.4 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.
- 2.5 Perth College/UHI and Perth and Kinross Council continue to manage the Network’s website ensuring it is up to date, relevant and beneficial to the thirty services and partner organisations which form the Network. This can be found at www.pkemploy.net. There have been 4,874 Network website sessions accessed throughout 2014/15, approximately 400 visitors per month. The Network website is expected to be accessible on mobile devices by the end of 2015. This is in response to the increase in use of mobile devices: tablets and phones.
- 2.6 Social media is now also being coordinated through the Network’s website and is again managed jointly by Perth College UHI and Perth and Kinross Council. The Network currently has 231 Twitter followers since the account was activated in January 2015.
- 2.7 The Network is currently finalising a ‘Network Members Directory.’ 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.
- 2.8 The Network continues to promote the DVD ‘*Work in Progress*’ featuring interviews with service users and service providers. The DVD was ‘premiered’ at a special event held in Perth’s Playhouse Cinema in June 2014. The event was well supported by Network members, service users and their families. The feedback from the event was overwhelmingly positive and the

DVD been has been in constant demand since that time. The DVD can be viewed on the Network's website.

- 2.9 The DVD is also used as a training tool for partner agencies in supporting individuals in identifying work or training options. It is also an invaluable means of helping promote the work of the Network and engaging potential new partners.
- 2.10 Training and awareness sessions are now regularly delivered to Network members at quarterly meetings. Topics covered include Self Directed Support and Welfare Reform. The Network has finalised a directory of training available for members across 38 themes. Courses are detailed in a 'Training Directory' hosted on the Network's website.
- 2.11 For much of its first two years the administration and support for the Network has been undertaken by a small group of Council Officers. This has allowed Network members to focus on becoming established and developing effective links between organisations.

3 PERFORMANCE REVIEW 2014/15

- 3.1 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 in 2012/13, 2013/14 and 2014/15.
- 3.2 The 2014/15 review was based on 11 returns from the 30 members (37% return rate. NB this return rate suggests the figures below are an underestimate).
- 3.3 The 2014 /15 review detailed that there was an increase in the total number of clients supported, 1418 compared to 1402 last year.
- 3.4 The review report also detailed that there was a 20% increase in the number of Employers engaged with compared with the 2013/14 performance review. This is an increase of 36 employers to 212 from 176 the previous year.

4 OUTCOMES ACHIEVED

- 4.1 The 2014/15 returns show a significant increase in the number of clients supported during the Network's third year of operation. As the Network matures the numbers of people working with more than one member at a time should decrease as communication improves and duplication of services reduces.
- 4.2 It has also been clear from the returns that over the past year, 62% of the total activity in organisations is devoted to the provision of employability services. This is a very positive statistic for the Network in terms of providing an effective service across the stages of the Employability Pipeline in communities all over Perth and Kinross.

- 4.3 When considering the beneficial impact of the partners' 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, two case studies are attached at Appendix 4 to this report. For reasons of confidentiality, the clients' details have been anonymized. Similarly, the partner organisations in the case studies have not been identified.

UPDATING OF DEVELOPMENT PLAN 2015 – 2018

- 4.4 The Network Governance Group recently met to update its Development Plan. This plan has been the subject of previous reports to this Committee. The key priorities identified by the Network from 2015 onwards are outlined in the Development Plan 2015 – 2018, Appendix 2.

5 PROPOSALS

- 5.1 It is intended that partners should now focus on the priorities outlined in the revised Network Development Plan for 2015 onwards. This will allow 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 will allow 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 third year of operation has built significantly on the progress achieved during its first two 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 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 supported into work or supported in existing paid employment– this is a notable achievement for the Network.
- 6.3 The updated Network Development Plan reflects the agreed priorities and provides a practical and informed basis for continuing progress throughout 2015/16.
- 6.4 It is recommended that Housing and Health Committee:

- (i) Welcomes the progress made by the Employability Network over the past year and notes the key priority actions within the updated Network Development Plan.
- (ii) Instructs the Executive Director, Housing and Health to submit a further report on the work of the Employability Network during 2016.

Author

Name	Designation	Contact Details
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Approved

Name	Designation	Date
John Walker	Executive Director (Housing and Community Care)	17 th August 2015

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1. IMPLICATIONS, ASSESSMENTS, CONSULTATION AND COMMUNICATION

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

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

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 £12,000 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/

6. BACKGROUND PAPERS

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

7. APPENDICES

Appendix I: Employability Pipeline (8 Stages → 5 Stages)

Appendix II: Development Plan 2015 - 2018

Appendix III: Network Survey Evaluation (extracts)

Appendix IV: Case Studies

PERTH AND KINROSS

employability network

it's working for me

Home

Your Views

Who We Are

Members

Employers

Info Zone

FAQ

Contact Us

18 Jobs & Career

Working for Community

Bespoke services at every stage of the journey back to work

NEWS : Announcement : Mindspace Lending Library Opening Hours

It's working for me

Welcome to the Employability Network

This paragraph will get replaced by an introduction to the Scottish Strategic Plan for the 5 stage pipeline Employability skills and how it maps to the current 8 step pathway.

SSP Employability Stages

Stage 1

Referral, Engagement & Assessment

Reaching out and supporting individuals into regular activity and positive routines

Stage 2

Needs Assessment

Assess initial needs and agree key activities to address barriers to employment and training

Stage 3

Vocational Activity

A range of core skills employability and accredited training and job search activities.

Stage 4

Employer Engagement & Job Matching

Arranging work or volunteer placements with employers

Stage 5

In Work Support & Aftercare

Supporting individuals to maintain and progress within the workplace

Perth and Kinross Employability Network
Development Plan

Employability Network Objectives 2015 – 2018	
1.	Pathways to Employment and a Co-ordinated Network of Services.
2.	Partnerships and Integration, the Employability Network Group.
3.	Employer Services and Job Brokerage
4.	Creating Employment through Social Enterprise and Social Firms
5.	Workforce Development and Training
6.	Volunteer Workforce Development
7.	Commissioning
8.	Shared Protocols, Records and Systems
9.	Continuous Improvement and Best Practice
10.	Measuring Success and Customer Satisfaction

High Level Action		Timescales	Resources	Lead	Progress	Comments
1. Pathways to Employment and a Co-ordinated Network of Services						
1.1	Perth and Kinross Employability Network to put together a Member's Matrix detailing the employability pipeline stages delivered by each member.	30 June 2015	Within current resources	Brian Kinnear (PKC) / Wayne Smith (PKC)	Complete	Matrix info collated following Network meeting on 18.02.15. Pipeline stages detailed in recently compiled Member Directory.
1.2	Convert existing PK Employability Networks 8 stage Employability Pathway to nationally recognised 5 stage Employability Pipeline .	30 Sept 2016	Within current resources	Jackie Scrimgeour (PKC) / Brian Kinnear	Work underway	Move to 5 stage pipeline agreed by majority of members at Network meeting on 18.02.15.

					Confirmed by Gov Group meeting on 29.04.15. Network members were informed at next network meeting on 24.06.15. Website to be part redesigned to reflect move from 8 to 5 stages; in discussion with Perth College re this.
1.3	P and K Employability Network referral process map to be developed. (Not required)	September 2015	Within current resources	Jackie Scrimgeour /Wayne Smith (PKC) /Ian Turnbull(Perth College)	Complete
1.4	Consider the spread of services across the Network and identify any opportunities for efficiencies or improving pathways.	September 2015	Within current resources	Jackie Scrimgeour /Pat Menzies (NHS)/ Brian Kinnear	Work underway
2 Partnerships and Integration; the Employability Network Group					
2.1	Schedule and business of meetings to be agreed.	March 2015	Within current resources	Jackie Scrimgeour	Complete for 2015
2.2	Network membership, remit, role, reporting protocols and processes to be reviewed annually	August 2015	Within current resources	Jackie Scrimgeour /Brian Kinnear /Pat Menzies	Complete
					Info re Network and Governance meetings on Network website. Calendar of events to be put together. Meetings arranged until end 2015. Members completed annual performance review, Members Directory complete. Speed Networking event held on 24.06.15.

2.3 Ongoing Network development and planning	April 2018	Within current resources	Jackie Scrimgeour/ Governance Group	Work underway	2015 -2018 Employability Network Development Plan produced, this to be again shared with Governance Group on 26.08.15.
2.4 Promotion of the Network	Review 3 monthly	Within current resources	Jackie Scrimgeour/ Wayne Smith	Ongoing	Website updated regularly by Perth College and EST. All members informed re using Network logo on their organisations emails/ website. Network banner designed. Network pack will include posters, business cards, leaflets and promotional pens. This to be distributed to members at next Network meeting on 28.10.15. Twitter Account set up (currently 229 followers). Representatives of Network attend events such as People First event at Perth Concert Hall 17.06.15 as part of Learning Disability Week. Attendance at the 'Working to Change' Employability Summit on 20.05.15 in Edinburgh.
2.5 Organise 5 year Event.	2016	To be	Jackie Scrimgeour	To be	5 year event to be

			discussed and agreed	Governance Group	started	arranged as requested by Network members.
2.6 Monitor and develop website www.pkemploy.net	established	Review 3 monthly	Fee to web designer /maintainer (Perth College)	Ian Turnbull / Wayne Smith / Kenny Ogilvy (PKC)	Complete	Maintenance contract with Perth College. Costs met by PKC and Perth College. Recurring agenda item on Governance meeting agenda. Website traffic monitored and reported on at Governance meetings. Website to be updated re 5 Stage pipeline – in discussion with Perth College re possibility of progressing this as part of a student project. Employment Support Team (PKC) monitor and input info to update website.
2.7 Ensure sustainability of Network governance, planning and development and Network website.		July 2015	Within current resources	Governance Group Kenny Ogilvy	Work underway	Sustainable governance policy in place. Costs currently met by PKC. Agreement for fixed term Co-ordinator funding until 31.03.16.
2.8 Explore options for Network to have independent status.		June 2017	Within current resources	Governance Group	To be started	Agreed by Governance Group and this to be explored.
3 Employer Services and Job Brokerage						
3.1 Representative from the Network to be part of the PKC Employer Engagement		June 2015	Within current resources	Brian Kinnear	Complete	This will avoid duplication re Employer events, etc.

sub group	August 2015	Within current resources	Governance Group	
3.2 Target larger local employers to understand their needs and explain how we can assist, potentially through support and training				Complete Work being undertaken by <i>Employer Engagement</i> sub group. Employers engaging with the Network (via website and social media) – opportunities to be explored and progressed.
3.3 Explore further options for employer engagement	October 2015	Within current resources	Governance Group	Work underway Confirm with Economic Development whether 'business month' type planned for 2015
3.4 Enrol a local employer on to Governance Group	October 2015	Within current resources	Euna Scott (Westbank) /Pat Menzies	Work underway Employer to be invited to join Governance Group., Pat and Euna to give update at Governance meeting on 26.08.15
3.5 Review the need for and accessibility to 'in work support' for all client groups represented through the Network	October 2015	Within current resources	Jackie Scrimgeour	Work underway Consult with Network members re 'in work support' through next performance appraisal. Network members informed that service users can be signposted for Self Directed Support for 'in work support'
3.6 Scope out whether local employers/ small businesses are interested in accessing short courses on mental health, equality and diversity in the workplace and other topics.	October 2015	Within current resources	Brian Kinnear	Work underway Linking in with Employer Engagement sub group which is a work stream from 'Opportunities for All' Small businesses have been offered short courses.
3.7 Design and implement an employer's	31 May 2015	Within current	Ian Turnbull/	Complete Employer's page and

page with online enquiry form on the Networks website		resources	Wayne Smith		contact form in place, contact form being updated.
3.8 Employability Network to establish process for highlighting 'Gold Star' Employers through press and other means	December 2015	Within current resources	Euna Scott/ James Alexander (Giraffe/CheckIn)/ Wayne Smith / Ian Turnbull	Work underway	Governance Group subgroup to progress this. Update from next GG meeting.
4 Creating Employment through Social Enterprise and Social Firms					
4.1 Members maximise opportunities for promoting and developing local enterprise to create viable employment options for people supported by Network Members	June 2015	Within current resources	Network Members	Ongoing	Members already do work towards maximising work opportunities for clients.
4.2 Westbank Enterprise – Shaw Trust	August 2015	Within current resources	Euna Scott Caroline Thomas (Westbank)	Work underway	Year 1 completed Year 2 developments underway
5 Workforce Development and Training					
5.1 Scope out training on offer from all Network members, also identify training gaps/ needs.	31.05.15	Within current resources	Brian Kinnear/ Network Members	Complete	Training information gathered at Network meeting on 18.02.15, Training matrix completed and uploaded to Network website.
5.2 Design and provide training programmes for staff working in Network agencies – meeting identified training gaps/needs	31.05.15	Within current resources	Brian Kinnear/ Network Members	Complete	
5.3 Network Training Matrix to be established and updated regularly, access to this through www.pkemploy.net	31.05.15	Within current resources	Brian Kinnear/ Ian Turnbull	Complete	
5.4 Arrange access to the Scottish Mental Health First Aid Training	June 2015	Within current resources	Brian Kinnear	Complete	Awareness session offered by Employment Support Team through the Network training Matrix.

					Alternatively 12 hour SMHFA course available via www.SMHFA.com
5.5	Revisit possibility of accredited training in employability.	December 2015	Within current resources	Jackie Scrimgeour/ Allison Graff (Perth College)	Work underway
5.6	Promote awareness of current Government initiatives and reforms.	ongoing	Within current resources	Governance Group	Green
6 Volunteer Workforce Development					
6.1	Maximise volunteering opportunities through Network members in Perth and Kinross.	March 2016	Within current resources	Governance Group Jackie Scrimgeour /Lydia Dye (VAP)/ Lesley Caldwell(Project Scotland)	To be started
6.2	Establish a training programme and guidance manual for managers and supervisors responsible for supporting Volunteers in the work place.	March 2016	Within current resources	Jackie Scrimgeour/ Lydia Dye	To be started
7	Commissioning				

Employability Network does not commission services – advice and guidance is available from PKC Contracts and Compliance Section.						N/A	
8 Shared Protocols, Records and Systems							
See number 2.2 and 10.2							
9 Continuous Improvement and Best Practice							
9.1 Undertake research and identify examples of best practice; consulting expert bodies and organisations to shape local developments	Ongoing basis	Within current resources	Governance Group + Network Members	Work underway	Current good practice examples shared via social media. e.g. SSSC		
9.2 Members to be informed about Health and Social Care Integration	October 2015	Within current resources	Pat Menzies/ Brian Kinnear	Work underway	Information to be delivered at October Network meeting.		
9.3 Employability Awards - Tayside Diversity Awards/COSLA. Decision to be made on most appropriate award for members to apply to.	August 2015	Within current resources	Governance Group	To be started	Raise awareness of the Tayside Diversity Awards/COSLA. To be discussed at Network Governance Group on 26 th August.		
10 Measuring Success and Customer Satisfaction							
10.1 Review and discuss Performance Indicators/SRI2	August 2015	Within current resources	Governance Group	Work underway	Jackie and Pat met to discuss SR12 this to be discussed further at Governance Group on 26 th August.		
10.2 Issue Performance Framework pro-forma to Network members	June 2015	Within current resources	Jackie Scrimgeour	Complete	Original version of performance review doc for 2014/15 has been distributed to Network members.		

10.3 Returns/Collate data			June 2015	Within current resources	Jackie Scrimgeour		Revised electronic version will be sent out September 2015 (6 monthly performance review)	Information returned and collated.
							Complete	

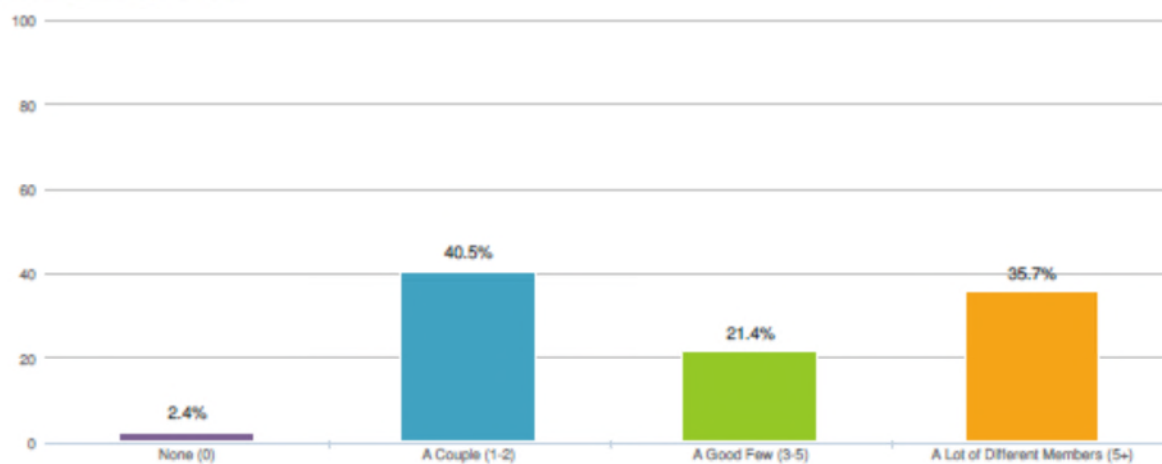
Perth and Kinross Employability Network Members Survey

Members Surveyed October – December 2014

- 42 Survey Returns from Members

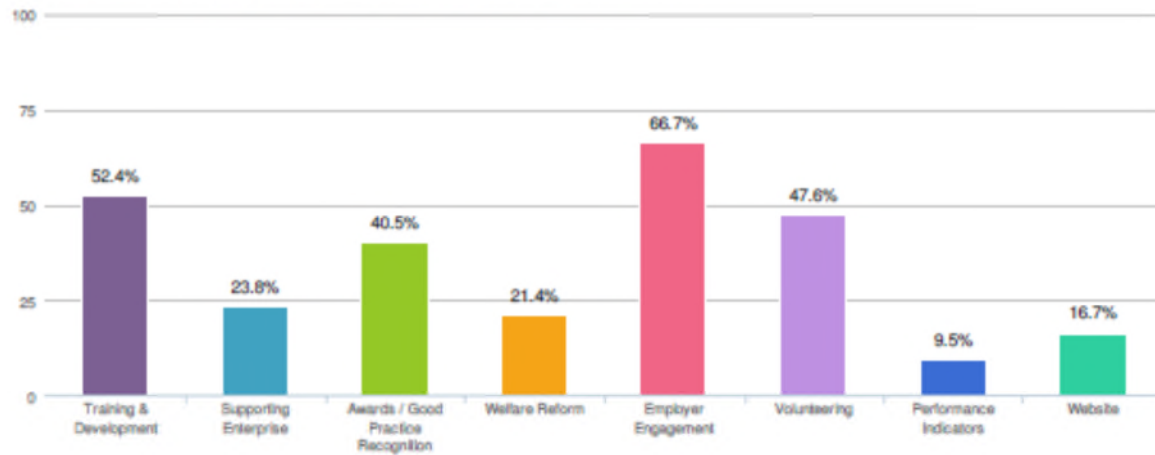
New Summary Report - 05 February 2015

1. Since joining the Network how many new Network members have you worked with? (referred to/joint working/seeing advice)



None (0)	2.4%	<div></div>	1
A Couple (1-2)	40.5%	<div></div>	17
A Good Few (3-5)	21.4%	<div></div>	9
A Lot of Different Members (5+)	35.7%	<div></div>	15
Total			42

6. What development areas would you like the Network to prioritise?



Training & Development	52.4%	<div></div>	22
Supporting Enterprise	23.8%	<div></div>	10
Awards / Good Practice Recognition	40.5%	<div></div>	17
Welfare Reform	21.4%	<div></div>	9
Employer Engagement	66.7%	<div></div>	28
Volunteering	47.6%	<div></div>	20
Performance Indicators	9.5%	<div></div>	4
Website	16.7%	<div></div>	7
Total			42

7. Do have any ideas as to how we can address the development areas or link in with other developments all ready underway?

Count Response

1	A post looking at Job Finding for people with LD & other.
1	No
1	make links with potential organisation who could offer volunteer placements and make list available
1	For employers we need to be strategic and plan for new and innovative ways of requesting placements and part-time paid opportunities (even 2-3 hours per week.)

8. Have you had access to more training events since joining the Network?

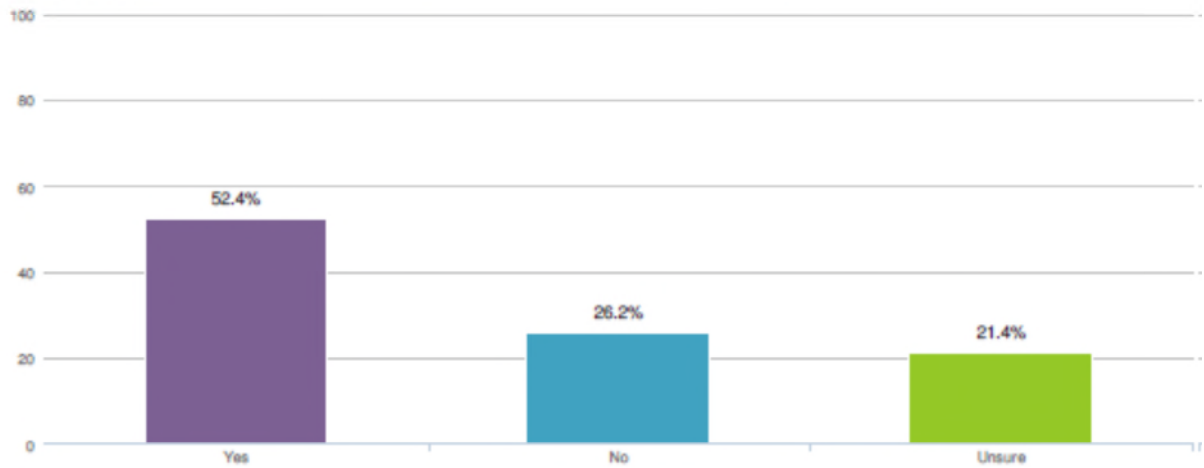


Yes	50.0%	<div><div></div></div>	21
No	50.0%	<div><div></div></div>	21
Total			42

9. What types of training do you feel the Network could deliver? Are you able as a provider able to deliver training to other Network members? Please give details.

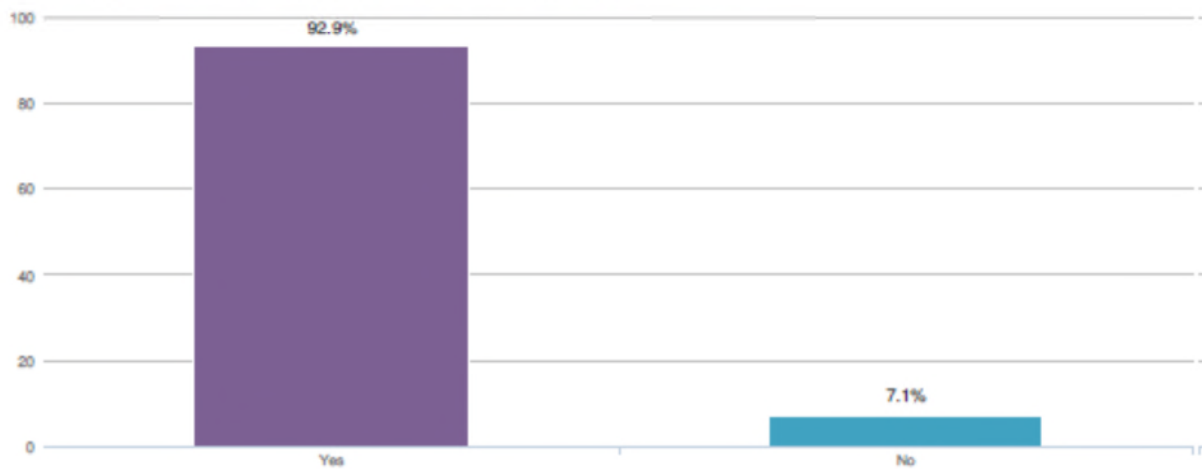
Count	Response
1	Could do a short session on the Assessment of Work Performance.
1	No
1	Service Users Assessments
1	Work Skills Training. Disability Awareness to Employers. Yes.
1	Yes we would be happy to deliver education to employers and other members on substance use.
1	Network can deliver support to organisations about accessing funding for employability and achievement of a more outcomes focused approach in their work. CheckIn and Giraffe can at least talk to other organisations about our in-house approach to managing and measuring outcomes. Giraffe can provide some training/input in social enterprise setup and development.

10. Are you aware that as a network member you can use the Network logo and weblink to promote your membership?



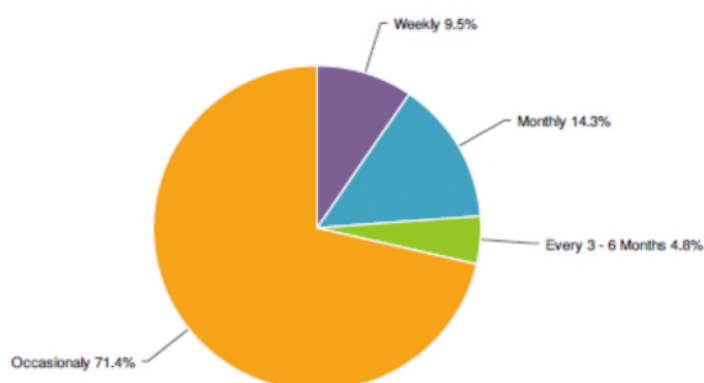
Yes	52.4%	<div><div></div></div>	22
No	26.2%	<div><div></div></div>	11
Unsure	21.4%	<div><div></div></div>	9
Total			42

11. Would you like to be notified about new website announcements?



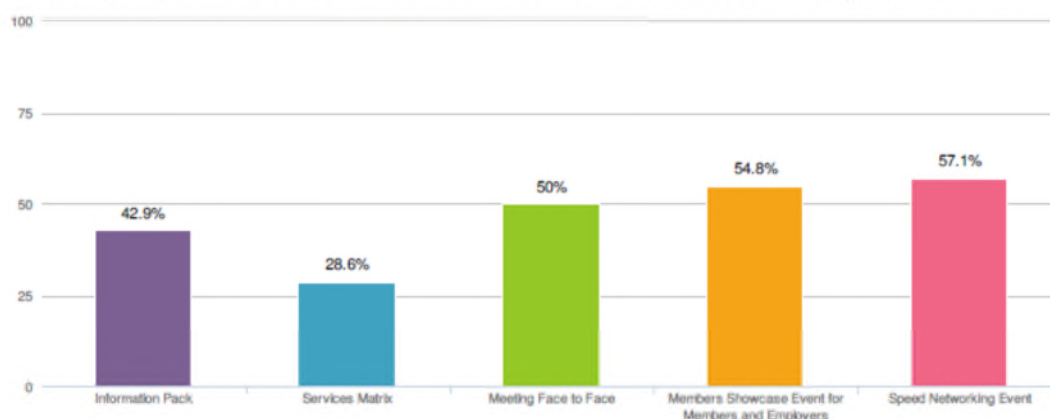
Yes	92.9%	<div><div></div></div>	39
No	7.1%	<div><div></div></div>	3
Total			42

12. How often do you signpost customers to the website?



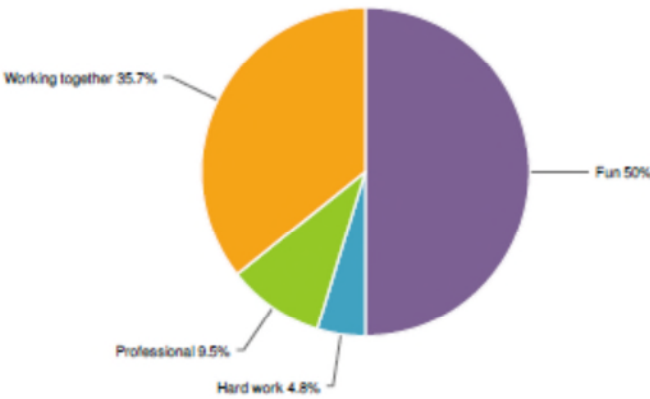
Daily	0.0%		0
Weekly	9.5%		4
Monthly	14.3%		6
Every 3 - 6 Months	4.8%		2
Occasionally	71.4%		30
Total			42

14. What would you appreciate from other network members to be able to more effectively link in with them?



Information Pack	42.9%		18
Services Matrix	28.6%		12
Meeting Face to Face	50.0%		21
Members Showcase Event for Members and Employers	54.8%		23
Speed Networking Event	57.1%		24
Total			42

16. Which of these images best relates to your workplace?



Fun	50.0%	<div><div></div></div>	21
Hard work	4.8%	<div><div></div></div>	2
Professional	9.5%	<div><div></div></div>	4
Working together	35.7%	<div><div></div></div>	15
Total			42

17. Do you have any other views, comments, or ideas that can help direct the future of the Employability Network?

Count	Response
1	Glad to be part of it. Thanks
1	No
1	Just to reinforce that we all need to prioritise employer engagement and helping support the creation of sustainable paid employment locally.

Appendix 4

Case study 1

This case study demonstrates collaborative working in the Employability Network between 4 Network members to support Client A to achieve her goal of paid work. Each of the Network members offering support or opportunities at different stages of the pipeline.

Client A is an individual with long term mental health difficulties and dyspraxia, living in Perth. Her employability pathway began by attending an NC Admin course at College; she was supported with this course by a Network member.

A referral was then submitted to another Network member who then became Client A's lead Network member. This Network member then worked with Client A to complete a vocational profile, which details the Client's skills, abilities, interests, employment support required, etc.

Client A was then supported to organise and access work experience which led to volunteering with a different Network member who provided supported work opportunities in catering and customer care skills. Client A volunteered with this Network member 2 days a week for almost one year. This was in addition to work experience in the lead Network member's office base undertaking clerical duties – for 6 months, this then progressed to an alternative work experience placement in PKC Revenues Department –Office Assistant – one day a week for 10 months.

Client A at this stage was ready to progress to paid employment and was supported to apply and attend interviews for various posts. After applying for several jobs Client A had a successful interview and gained 5 hours a week paid employment with Thornton's Property Service as a Cleaner. This success then led on to Client A gaining another 4 hours paid employment with Gordon's Cleaning Agency and thereafter a further 16 hours a week paid employment with Viridor Recycling in Perth again as a Cleaner .

These successes for Client A have been through her hard work and determination and she has utilised the support and opportunities available through different Network members.

The lead Network member then provided Client A with ongoing monitoring and support, as required, for above posts. Due to the support available Client A is now working a total of 25 hours per week between the three jobs. She now also has the responsibility of setting the alarm and locking up the offices following her shift at one of her work bases.

Client A has stated that the support and encouragement she received from Network members assisted with gaining the confidence to apply for various posts before securing her paid employment

Case Study 2

A Network member in partnership with the Homeless Voice Association and College successfully supported four individuals from the Boxing Project to complete an 8 week ASDAN Award (this is a practical, certificated course available for a number of subjects run by Perth College).

These four individuals were living very chaotic lives with issues including alcohol and substance misuse issues. Through participation on the Boxing Project over a period of six months the individuals improved both their physical and mental health to the stage they participated on and completed an eight week ASDAN Course.

After completing the course the four individuals were requested to promote the Boxing Project. All four participants accepted roles as 'Boxing Ambassadors' and after further training and support they have visited other homeless organisations, hostels and Perth and Kinross Council Teams to delivered presentations on the benefits of the Boxing Project.

These presentations have resulted in the number of people participating in the Boxing Project increasing and raised the awareness of a 'can do' attitude rather than, some people's, negative perceptions of homeless people.

All the participants stated they have developed and increased their confidence and self- esteem resulting in one participant finding full time employment and the others continuing as Boxing Ambassadors.

Case Study 3

Client B was referred to the Network member organisation which offers employability development opportunities in a horticultural setting. Client B has a mild learning difficulty, a physical disability (caused by an industrial accident), low confidence and literacy support needs.

Support and training was offered on a one to one basis with ongoing encouragement and advice. Support included literacy input (applications, forms etc), job search, cv, Independent Learning Account application, interview techniques and mock interview, manual handling and basic IT training. Accredited training included supporting Client B to gain a Food Hygiene certificate.

The Network member offered a better off in work calculation to identify just how much money/how many hours Client B would require.

Client B undertook a work placement with the Network member organisation.

Through employer engagement activities, an interview was arranged for Client B with Willowgate Cafe. He was accompanied to the interview at Willowgate Café where he was offered a work trial. It turned out that Client B didn't quite have the skills or speed that was needed at Willowgate Cafe; fortunately the Network member was able to access training funding through Work Choice supported business where he worked 16 hours per week for 6 months with in-work support and job coaching to develop his skills and bring him up to speed. Client B was offered a permanent job at Willowgate at the end of the 6 months.

