

REPORT TO: Employment, Learning, Skills and
Community Policy and Performance Board

DATE: 20 September 2010

REPORTING OFFICER: Strategic Director Environment and
Economy

SUBJECT: Halton People into Jobs (HPiJ) 10th
Anniversary

WARDS: All Wards

1.0 PURPOSE OF THE REPORT

- 1.1 To report on progress achieved by Halton People into (HPiJ) Jobs during the 10 years that it has been providing a job brokering service for employers and residents seeking work in Halton.

2.0 RECOMMENDATION: That

- (1) The Board notes the progress that has been achieved by Halton People into Jobs in assisting Halton residents into work over the last 10 years.

3.0 SUPPORTING INFORMATION

- 3.1 Halton People into Jobs was established and launched in April 2001 as a nil cost '**local jobs for local people**' job brokering service. The HPiJ service is recognised as an exemplar of best employment practice by customers, employers and partner organisations and has over the last 10 years assisted more than 6,000 residents into employment. The introduction of the service followed extensive research with local employers, resident focus groups and organisations responsible for providing employment and training for the unemployed. The research showed that although employers in Halton were actively recruiting to jobs, fewer residents than expected were applying for and obtaining those jobs. The main findings of the research were summarised as:
- A gap between the number of vacancies being advertised and filled by local employers and the number of local residents applying and competing for those jobs;
 - Negative perceptions between both local residents seeking work and employers in Halton;
 - Employers highlighted low and unsuitable levels of application from local people and poor performance at interview
 - Employers also reported a general lack of employment 'soft skills' amongst local people e.g. communication skills, confidence & motivation, ability to make decisions and set work related goals.

- 69% of Halton employers stated that they would employ local people if they could recognise a change in attitude and increase in personal development skills (HPIJ Research 2000)
 - Lack of local knowledge amongst genuine job seekers as to employment and training opportunities available in the Borough.
- 3.2 In order to address the issues that had been identified by the research, Halton People into Jobs developed and introduced The 'Halton Employment Charter' a two week work preparation and job readiness training programme, this was endorsed by both local employers and local people seeking work. Employers that signed up to the Charter agreed that when recruiting they would give interview priority to those people that had demonstrated a 'willingness to work' by successfully completing the two week programme.
- 3.3 The HPIJ job brokering service has assisted on average 500 local people per year into work, enjoying some notable early successes for example handling the Census 2001 recruitment on behalf of ADECCO employment agency. This resulted in 200 residents being recruited and over 300 residents being assisted in jobs when Hagemeyer, a logistics company, moved into Halton in 2002.
- 3.4 A reorganisation of the Enterprise & Employment Division in June 2008 brought together the Employment Team, and HPIJ. In February 2009, both teams were co-located into an integrated HPIJ service at Rutland House.
- 3.5 The former Employment Team has been delivering employability programmes and transitional employment projects for unemployed residents since 1998 and since 2007 has been providing a supported employment service for disabled people who are able to and want to work.
- 3.6 The integrated HPIJ service is now able to offer a more comprehensive service to employers, residents and works more collaboratively with partner organisations. (Annex 1 provides a summary of the services offered to employers and residents and Annex 2 provides a summary of the employment projects delivered by HPIJ.)

In 2009/10, despite the economic recession, 149 employers placed vacancies with HPIJ who were able to help 409 residents move into work. To date, in the five month period between April – August 2010, 74 employers have placed vacancies with HPIJ and 324 people have been helped into work.

The estimated cost of providing the HPIJ service, including Council central overhead recharges, in the current financial year is circa £900,000. The anticipated job outcomes for the year is anticipated to be approximately 500.

Therefore, the expected cost per job is likely to be circa £1,800 which is well below the reported average cost per job of £4,000 offered by other providers.

Local Authority colleagues from Ellesmere Port & Neston BC have replicated the 'Halton Employment Charter' as a local employment initiative and colleagues from Cheshire West and Warrington Councils have secured project funding from the North West Improvement & Efficiency Partnership to develop an 'employment tool kit' for local people looking for work and have identified HPiJ as a key contributor to assist with developing the project.

4.0 POLICY IMPLICATIONS

- 4.1 The work of HPiJ contributes to employment, learning and skills key priorities contained in the Halton Sustainable Communities Strategy, the Local Area and Multi Area Agreement and the Liverpool City Region Employment & Skills Strategy.
- 4.2 The work of HPiJ also contributes to performance against National Indicators relating to employment, enterprise and learning.

5.0 OTHER IMPLICATIONS

- 5.1 The HPiJ service is mainly funded from external earned income and is supported by a contribution of £203,000 from Council revenue funding

6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children and Young People in Halton

HPiJ works closely with Connexions Service to assist young people that are NEET (Not Engaged In Education Employment or training) to move into work or a positive destination. HPiJ supports the 14 – 19 Strategic Partnership in delivering the Gateway Plus NEET Progression Pathway Project and has developed the WNF Apprenticeship Support Programme that has created 125 new apprenticeships since January 2009. HPiJ provides Information Advice & Guidance to young people aged 18 and over including those leaving care.

6.2 Employment, Learning and Skills in Halton

HPiJ is an active member of the Employment Learning & Skills Partnership and delivers a number of employment initiatives that contribute to reducing worklessness amongst priority group customers from the most deprived neighbourhoods in the Borough.

6.3 A Healthy Halton

HPiJ works closely with colleagues from Adult & Community Service and offers a supported employment service for disabled people who want to and can work. HPiJ have supported service users into employment with

local employers and arranged permitted work placements in Council Departments and have been involved in a joint Health & Employment PPB Topic Group reviewing employment opportunities for disabled people. The Head of Enterprise & Employment chairs the Disability Employment Network.

6.4 A Safer Halton

6.5 Halton's Urban Renewal

HPIJ have supported employment initiatives and recruitment exercises for major inward investors moving into Halton, new employment sites and regeneration projects developed in the Borough including Widnes Waterfront, 3MG and Castlefields Regeneration Project.

7.0 RISK ANALYSIS

- 7.1. The HPIJ service is in the main resourced from external earned income including contracts awarded by Department of Work and Pensions and the Skills Funding Agency. The current round of significant cuts in public funding and the forthcoming Comprehensive Spending Review by the government is likely to further reduce the amount of public spending. Department of Work & Pensions are working up proposals for the Government's new Work Programme, early indications are that prime contractors who are able to deliver across a large geographical area e.g. North West, are likely to be preferred, which may impact on the potential for HPIJ to win contracts and earn income.

8.0 EQUALITY AND DIVERSITY ISSUES

- 8.1 The HPIJ service has completed an Equality & Diversity Impact Assessment. THPIJ provides a menu of services aimed at supporting priority customer groups in accessible venues that are in convenient neighbourhood locations.

9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972

- 9.1. Not applicable

Halton People into Jobs 10th Anniversary

1. Halton People into Jobs (HPiJ) Services

HPiJ is the Council's job brokering service that helps residents to find, secure and retain employment with local employers. As a Matrix accredited Information Advice & Guidance (IAG) provider HPiJ has a team of 15 skilled and experienced advice & guidance employment officers that are qualified to at least NVQ level 3 and who provide advice & guidance on all issues ranging from jobs and careers, learning & skills development, to business start-up and self-employment. Working in partnership with Greater Merseyside Connexions Service, HPiJ has a LSC Nextstep contract to provide advice and guidance to residents unemployed or in work that are aged 18 years and over.

HPiJ services offered to employers include:

- A **nil cost** comprehensive **job brokering** service
- **Job matching** – trained and skilled Job Brokers actively match 'work willing' priority group customers to job vacancies
- **pre-recruitment support** – assist employer to develop appropriate pre-employment or work preparation training and arrange the training for priority customers
- **Recruitment Support** – for small or large scale recruitment HPiJ is able to offer a menu of support to the employer including help with job advertising, job matching, candidate assessment, interview & selection, pre-employment checks etc
- **Recruitment incentives to encourage employment of priority group customers**
 - 'APT4U' apprentice recruitment incentive of £2,000
 - 'Stepping Stones' offers assistance (national minimum wage) for a period of 6 - 13 weeks
- **In-Work Support service** – HPiJ offer a 26 week employment Aftercare service to employers to assist new employees to stay in work
- **Redundancy Response Support** – LSC contract providing IAG sessions and support to find work, improve skills or help with business start-up for redundant workers employed or living in Halton

HPiJ services offered to residents include:

- **Nextstep** Information, Advice & Guidance (IAG) delivered by NVQ Level 3 or 4 qualified Brokers
- **Outreach** appointments at 20+ community venues across Halton
- **Practical Pre-Employment Support** – assistance with CV's, application forms and preparing for interview
- **Halton Inspiring Women** – unique programme designed to build confidence and self-esteem for unemployed women considering learning, work or self-employment
- **Employability Programmes** to improve skills for local labour market
- **Disability Job Brokers** – trained and skilled brokers provide specialist IAG and practical support in how to apply for jobs

- **Job Doctors** – a pilot project based at Castlefields Health Centre every Tuesday to engage with priority group customers (Disability/Health related benefit claimants).
- **Flexible Employment and Training** fund – available to priority groups to help ease the transition from benefits to employment (certain criteria applies)
- **In Work Support** – 26wks post employment aftercare service
- **Carers programme** – a menu of IAG, practical support and financial assistance & aftercare to assist carers into or back to work
- **Job Retention Service** – help people who are off work sick to remain in work rather than fall out of work and on to benefit.

2. Lower Super Output Areas (LSOA's) - Worklessness Neighbourhoods

Since April 2008 HPiJ has focussed on taking its employment services into the community and has developed a programme of employment outreach that is delivered in the worst performing where there is more than 25% worklessness. There are 25 LSOA's worklessness neighbourhoods across Halton, 15 of which are located in the 6 designated DAF wards and a further 10 in neighbourhoods located in Runcorn (5) and Widnes (5). In order to engage with harder to reach residents the service holds weekly outreach services in accessible neighbourhood venues which include children's centres, community centres, health centre, libraries and customer contact centres. In addition to the programme of community surgeries HPiJ has organised and delivered or participated in more than 30 organised events held within the priority neighbourhoods to engage with hard to reach members of local communities.

3. Neighbourhood Employment Engagement Officers (NEO's)

Working collaboratively with Halton's Neighbourhood Management Partnership and four key RSL's (Halton Housing Trust, LHT, Plus Dane & Riverside) HPiJ has introduced a new initiative that is aimed at engaging with priority residents that live in the most deprived neighbourhoods who are harder to reach and unlikely to access traditional services, to encourage them to become involved in community activities that promote participation in employment and learning opportunities. HPiJ have appointed NEO's to work alongside key RSL's in each of the three Neighbourhood Management areas i.e. Halton Housing Trust covering Central Widnes (Kingsway & Riverside), Riverside Group covering Palace Fields & Hallwood Park in Runcorn, and Plus Dane and LHT covering Castefields & Windmill Hill in Runcorn.

4. DWP, JCP and Skills Funding Agency Contracts

HPiJ has secured several LSC/ESF Skills for Jobs contracts to help local unemployed residents to prepare for work, compete for jobs and acquire job specific training to take up employment. HPiJ also manages the delivery of an LSC/ESF Progression Pathway contract for young people that are NEET (not engaged in education, employment or training) on behalf of Halton's 14-19 Partnership. More recently HPiJ has secured a Response to Redundancy LSC contract to provide IAG to redundant workers or those under the treat of redundancy.

HPiJ delivered Jobcentre Plus New Deal for Young People 18-24 years and New Deal 25+ contracts in Halton & Warrington between 1998 – 2007 and two JCP/ESF employment contracts including a waged option project between 2004 - 2007. HPiJ continues to manage a small New Deal Gateway to Work contract in Warrington and also a DWP IB Pathways to Work In Work Support contract that covers the former

JCP Mersey District of Halton, Knowsley, Sefton & St Helens. This contract provides a period of 26 weeks in work support to JCP IB customers that progress into work from the Pathways to Work programme. Both contracts will terminate in March 2010.

HPIJ is co-ordinating and managing the delivery of the DWP Future Jobs Fund programme in Halton that has been secured by the Liverpool City Region Employment & Skills Partnership. Future Jobs Fund provides 26 weeks paid employment at national minimum wage, for jobs that demonstrate community benefit within the public, voluntary & community sectors. At the end of July 2010, 90 of the 213 Future Jobs Fund opportunities available in Halton have been filled; this leaves 123 jobs to be filled by 31 March 2011.

5. The provision of Matrix accredited information, advice and/ guidance to working age adults 18 years and over by professionally qualified advisers that offers careers, employment, skills advice to fit an individuals needs. Matrix is the national kite mark of excellence that providers need to achieve in order to provide IAG. HPIJ has recently been successfully re-assessed by Matrix and at the end of the e day review was commended for the following strengths:

- clients spoke in extremely positive terms about the service they had received, commenting on how it had helped them move forward in their personal and career development;
- IAG continues to make a significant contribution to the achievement of the HPIJ mission and that values are actively shared, and are central to the way in which everyone operates;
- commitment to putting the needs of clients at the heart of everything the Service does continues to be demonstrated in the ways support is provided;
- HPIJ has continued to develop and maintain effective links with other organisations and involvement in relevant partnerships and networks such as the **Nextstep** network. The numerous examples of referrals were a good example of effective partnership work that has enabled the organisation to offer a wider range of services to its client group. Partners constantly spoke in positive terms about the contribution HPIJ makes to their services;
- The management information system developed to record client data is impressive and enables HPIJ to target resources and monitor and evaluate service effectiveness in a robust manner.

Performance - IAG Registrations

2009/10	1740
2010/11 (as at 31/8/10)	835

Annex 2

Halton People into Jobs – summary of provision August 2010

Neighbourhood Employment Engagement Officers

Aim of the Project:

The aim of the project is to help reduce levels of economic inactivity in each of the three Neighbourhood Management Areas (Central Widnes, Castlefields & Windmill Hill, Hallwood Park & Palace Fields) in Halton by promoting and co-ordinating community focussed activity to support Halton People into Jobs. This is Halton Employment Partnerships specialist outreach employment coaching & aftercare service for workless residents, This helps them to prepare for work; to find, secure and retain employment.

Funding: WNF

Description of the Project:

The project engages with any workless or economically inactive resident of working age and focuses on engaging with workless residents, particularly those regarded as traditionally hard to reach including those priority customers groups that have been identified for support by the ELS SSP i.e. Lone Parents/Women returnees, people with a caring responsibility, people aged 50 years and over, young people aged 16-19 (in particular those that are NEET), people with a disability/health condition or in receipt of Incapacity Benefit, members of BME communities, Ex-Offenders, alcohol & drug mis-users, homeless people and Low Income Families.

The project is delivered by HPIJ in collaboration with Halton Neighbourhood Management Partnership, and the following Registered Social Landlords: Halton Housing Trust, Riverside Housing Group, LHT, and Plus Dane. A designated Neighbourhood Employment Engagement Officer (NEEO') works in one of the neighbourhood areas in partnership with staff from HPIJ, Neighbourhood Management Partnership, Registered Social Landlords and other key stakeholders including community/voluntary groups. The NEEO's work in the designated areas, based at premises that are owned or managed by an RSL and engage with local residents in community neighbourhood settings.

The NEEO champions the worklessness agenda within local communities, encouraging & enthusing residents to become engaged with Neighbourhood Management, RSL's and employment activity offered by HPIJ and the member organisations of the Halton Employment Partnership. The main duties and responsibilities of NEEO are to:

- assist in the design, planning and delivery of an effective outreach and engagement programme in neighbourhood management areas and develop a Neighbourhood Employment Plan in conjunction with key partners
- promote and co-ordinate innovative community focussed activities which supports local residents into work in one on the Neighbourhood Management areas
- develop and implement a neighbourhood door-knocking strategy in the streets of the designated community, to inform residents of the support available to assist them from moving out of worklessness and becoming economically active
- arrange customer specific events such as coffee mornings, community lunches, open days etc to ensure that the community is engaged with the services offered by the Halton Employment Partnership and key partner organisations
- be responsible for the induction and day to day supervision of a trainee employment officer recruited from the neighbourhood in which they operate.

Performance

Since June 2009 when the project commenced the following outputs/outcomes have been achieved through NEEO activity:

- **45** community engagement events delivered promoting employment, learning /skills and/or enterprise provision;
- **472** 'hard to reach' customers engaged with;
- **226** customers referred to employment, learning/skills and/or enterprise opportunities;

- A customer tracking exercise is currently taking place to ensure ongoing support is provided to help encourage individuals to complete the courses they are taking or to remain in sustainable employment.

Next Step – Information, Advice and Guidance service

Aim of the Project:

To provide Matrix accredited information, advice and/or guidance about a wide range of employment, learning or enterprise opportunities.

Funding: Skills Funding Agency/Greater Merseyside Connexions Partnership

Description of the Project:

Working with all Halton residents, particularly focusing on supporting individuals that reside in an Lower Super Output Area (LSOA) or priority customer groups including lone Parents, women returners, carers, individuals aged 50+, young people aged 16-19 (not in education, employment or training, BME's, low income families, drug/alcohol dependants, homeless, ex-offenders, graduates, redundant workers etc Providing the client with a personal action plan summarising their current status, skills and experience and identifying their immediate and future learning and work goals. Providing positive route ways forward including HPIJ provision and signposting to alternative provision available through other services including Skills for Life (Adult Learning), money/debt issues (Credit Unions/CAB/Welfare Rights) etc Providing practical pre-employment support and updating or compiling a new CV, assisting with completing application forms and providing interview preparation.

HPIJ Outreach Service

Aim of the Project:

HPIJ launched its outreach service in August 2008 to make HPIJ and other related services more accessible to 'harder to reach' inactive residents and now delivers one to one information, advice and/or guidance sessions from over 20 community based locations across Halton. In addition to the weekly IAG timetables HPIJ also delivers a series of community engagement events throughout the LSOA neighbourhoods using a family friendly approach to encourage individuals to access information about the range of support available through well established partnerships.

Funding: WNF

Performance

Since April 2009 the following outputs/outcomes have been achieved through HPIJ outreach activity:

- **2437** individuals' accessed IAG services at community based locations within the LSOA neighbourhoods relating to employment, learning/skills and/or enterprise opportunities
- **445** customers accessed the flexible fund for training, interview clothes, clothes/tools to start work, financial assistance (ASDA vouchers) to help ease the transition off benefits into work

- 714 customers have been supported into sustainable employment

Description of the Project:

A flexible fund is also available to help individuals move off benefits and into employment. This fund is used to purchase training, interview/work clothes, travel passes and also to provide ASDA vouchers to help with the cost of living until the individual receives their first wage.

Halton Inspiring Women Programme

Aim of the Project:

To provide a unique opportunity to unemployed women, or women wishing to return to the labour market to develop their confidence and skills in a supportive setting.

Funding: WNF

Description of the Project:

HPIJ in partnership with Team Enterprises deliver five half day sessions:

- Develop personal confidence
- Enhance communication and assertiveness skills
- Working towards personal goals
- CV workshop to update or compile a new CV
- Practical pre-employment support (applications/interviews)

Performance

2009/10	5 courses	59 participants
2010/11 (as at 31/8/10)	3 courses	25 Participants

Carers Pre-Employment Programme

Aim of the Project:

To provide initial one to one IAG and pre-employment support and post employment to support individuals with caring responsibilities or those that have had caring responsibilities within the last 12mths.

Funding: Health & Social Care – Carers Grant

Description of the Project:

Along with the one to one action planning session, individuals can access pre-employment support with CV, applications and interviews. Access to £100 Carers Grant for training, interview clothes.

Performance

2009/10	50 carers accessed the programme
2010/11 (as at 31/8/10)	15 carers accessed the programme

Independent Care Sector Project

Aim of the Project:

This project aims to improve the employability skills of local residents by providing them with on the job training and paid work experience within the independent care sector. Work placements provided in all types of care/support work, catering, domestic, administration and maintenance work.

Funding: HBC Adult & Community

Description of the Project:

This project provides up to 10 participants with access to temporary paid employment and job search support. The participants are paid minimum wage, £4.83/hr at 18 - 21yrs and £5.80 for those workers over 22+, for 35 hours per week. . Interviews arranged with local independent care establishments and the recruiting managers select suitable participants to undertake a 4 week work placement. Participants are able to access paid work experience within the following areas of work: care, catering, administration, domestic etc. Prior to commencing work the participants will undertake a short Induction that will include Health & Safety, Manual Handling and First Aid. HPIJ would like to progress at least one person onto an apprenticeship in Health & Social Care. Wages are administered and paid, via an existing contract, by Jarvis Training Management Ltd.

The participants are offered a paid supported work placement and have access to a dedicated Employment Officer, who provides each participant with any additional support that may be required. All participants receive job search training during their placement to assist them with finding employment.

If the participant has not secured employment towards the end of their placement, they are offered the opportunity to register with Halton People into Jobs (HPIJ) to access the job brokering service. HPIJ Job Brokers will support individuals with progression into employment.

Performance

In 2009/10, 11 people were supported into employment via the project and it is expected that a further 10 will be supported in 2010/11.

New Deal Gateway to Work

Aim of the Course:

The course is aimed at:

Increasing the numbers of participants moving from the Gateway of New Deal into Jobs and improve the immediate job prospects of all other participants;

- To increase employability by developing effective workplace behaviours, attitudes and 'soft skills' and building on participants' knowledge, skills and experience rather than duplicating them;
- To enable participants who do not find jobs to be better prepared to make an appropriate Option choice from the places available to them; and
- To better prepare them to benefit to the maximum extent from the Option once they take it up.

Funding: Jobcentre Plus Contract is for delivery in Warrington only

Delivered By: A4E, Warrington via a sub contract

Description of the Course:

Attendance on Gateway to Work is Monday – Friday for two weeks and participants will usually attend for a minimum of 30 hours per week. Lunch and tea and coffee must be provided for participants and their travel costs must be re-reimbursed on a daily basis

The core elements of the Gateway to Work will provide every participant with the qualities, attitudes and behaviours which employers look for in their employees:

- Communication skills,
- Self presentation,
- Punctuality, timekeeping and time management,
- Team working and problem solving,
- An understanding of the qualities, attitudes and behaviours employers look for in potential recruits
-

Additionally the Gateway to Work provides participants with:

- Job search advice and guidance which will include help with the development of job search skills including CV preparation, making job applications and effective performance at job interviews;
- Job search resource to enable participants to carry out job search on a daily basis. (This should include Internet access given the number of vacancies which are now advertised on-line);
- Time and resource each day to enable them to meet the expectation that they will apply for vacancies for which they are considered suitable.

Employers are actively involved in the delivery of the Gateway to Work course, for example offering:

- First hand information of the world of work;
- The opportunity to undertake job interview practice with a local employer;
- The chance to discuss "what makes a successful employee" with employers;
- Visits to local employers' premises
- Short work experience opportunities
- The opportunity for participants to discuss issues with existing employees.

Performance

In 2009/10 a total of 10 courses ran with 101 participants. Since April 2010, JCP required back to back courses to be run and 108 participants have attended 9 courses.

Steps2Work

Aim of the Project:

The Steps2Work project is designed to improve the employability skills of disabled adults who have an enduring Mental Health condition and who are 'known to' Social Services.

Funding: Primary Care Trust

Description of the Project

The project provides up to 8 participants with access to temporary paid employment and job search support. The participants will either be paid minimum wage i.e. £5.80/hr at 22yrs+, for working a minimum of 16 hours and up to 35 hours per week; or alternatively they receive permitted work earnings at the appropriate level for up to 16 hours per week. Prior to commencing work the participants undertake a short Induction that include Health & Safety, Manual Handling and First Aid – the training is delivered at the ILC in Runcorn. Wages will be administered and paid, via an existing training contract, by Jarvis Training Management Ltd.

The participants are offered a paid supported work placement and have access to a specialist Pre-Employment Officer, who provides each participant with any additional support that may be required. All participants receive job search training during their placement to assist them with finding a real job.

In addition to job search training, towards the end of their placement, participants will have the opportunity to register with Halton People into Jobs (HPiJ) and specialist Disability Job Brokers at HPiJ will support individuals with progression into employment.

Performance

In 2009/10 10 disabled people were supported into work via the project and since April 2010 a further 3 people have gone into paid work.

Graduate Internship Placements

Aim of the Project:

To provide unpaid work experience of between 6 and 13 weeks in Council Departments for unemployed graduates in Halton.

Funding: WNF

Description of the Project:

With the assistance of JCP unemployed graduates are identified by HPiJ, offered one to one IAG and a personal action plan setting out the individual's employment aspirations and an employment pathway is agreed. The graduate will be given the opportunity to gain valuable work experience in an appropriate 'internship' placement

to enhance their employment prospects. Where possible the learning experience is broadened by the intern undertaking a work related assignment. In order to satisfy JCP benefit regulations the internship is for a maximum of 16hrs per week over 2 or 3 days. The graduate can not be paid but is offered assistance to purchase work clothes to commence the internship, travel expenses and will be provided with ASDA vouchers to purchase lunch.

Performance

Since the project commenced in April 2010, 6 graduates have commenced an internship in the Council, 3 of whom have progressed to a 26 week paid FjF job.

Priority Sector Routeway

Aim of the Project:

In October 2008 Halton People into Jobs commenced delivery of Priority Sector Routeway in Halton. The main aim of this project is to deliver a customised programme focused upon developing employment opportunities within the following sectors; Port & Marine Industries, Public Sector, Logistics, Tourism and Hospitality and Enterprise. The project was designed to equip workless residents in Halton with the work experience, skills and training necessary to access employment within these sectors.

Funding: Skills Funding Agency

Delivered By: Joyce Cahill, Marj Sinclair, Phil Hudson

Description of the Project:

The project was designed to equip workless Halton residents with the work experience, skills & training required to access employment within the following sectors; Port & Marine Industries, Public Sector, Logistics, Retail, Tourism and Hospitality and Enterprise, across a wide range of occupational areas including; administration, customer service, warehousing, driving, hospitality, health & social care and horticulture. The project is expected to deliver high quality client led provision via an individual package of customised training, work experience and comprehensive support. Learners can access the provision for a maximum of 14 weeks for less than 16 hours per week.

Learners are referred to the project via JobcentrePlus and HPiJ and meet with an Employment Officer who complete an initial assessment of need and a Next steps IAG intervention. The Employment Officer will then work with the Learner to source a suitable work experience placement. The Team has access to over 200 placement providers and 1500 local employers who are signed up to the Halton Employment Charter. Once a suitable placement is secured then the Learner is referred to Induction. Induction modules include; rules & regulations, Health & Safety, Manual Handling & Fire Safety etc. Learners are issued with a free weekly travel pass, 'Halton Hopper', and PPE. Childcare arrangements are also finalised. Each Learner has an individual package of training & work experience developed, & is assigned to an Employment Officer (EO). During the Induction a Learning & Development Plan is produced. The LDP details the training needs, qualifications, work experience, soft skills, previous experience etc.

Following the Induction Learners progress onto their work placement & commence work-based training with local work based learning providers eg Business Administration, Customer Service, Skills for Life, ICT. On their first day in placement each Learner attends a workplace induction covering the organisation's working practices. The Learner is introduced to their Placement Supervisor who will act as a mentor & complete reviews. The Learners register with HBC's HPIJ job brokering service, which gives them access to vacancies from 1500+ local companies. Learners also have access to 'internal only' vacancies within the Council.

The Learners meet with their EO regularly to discuss progress and to update the LDP. Pre employment bespoke training is arranged to meet the needs of the employer eg FLT, LGV, PA1/PA6. Regular reviews are conducted with the Learner & if there are issues changes will be made to the routeway. Travel passes will be provided weekly.

Learners can remain upon provision for a maximum of 14 weeks. Prior to completion an Exit Guidance Review is completed. Within 13 weeks of completion of the project the Learner completes an evaluation questionnaire. Learners are tracked for 26 weeks & continue to receive support & mentoring. Learners who commence employment will be offered In Work Support for 26 weeks & the EO will liaise with the employer to ensure vocational training continues into employment via Train to Gain or an apprenticeship.

These activities provide a comprehensive routeway which is unique for each Learner, & will include work experience, work based learning and/or job focussed training, jobsearch, access to enterprise/self employment advice, soft skills development. Coupled with the job brokering service, long standing relationships with local employers and further development of the Halton Charter JIG project, it is expected that more than 60% of learners will progress into employment within the priority sectors.

Performance

The project has met the contracted target of 40 job starts, in fact 41 people have benefitted from support and moved into employment.

APT4U Apprentice Support Project

Aim of the Project:

The project is aimed at creating 175 new/additional apprentice opportunities for Halton residents with local employers within Halton or within daily travel to work area e.g. South Liverpool, Warrington, and St Helens etc. Fifteen apprenticeships are 'ring-fenced' for care leavers and are funded differently.

Funding: WNF

Delivered By: Marj Sinclair, Kate Johnson and managed Trish Cooney

Description of the Project:

Apprenticeships are nationally designed training programmes allowing young people aged 16-24 or adults aged 25yrs or over, to learn on the job, building up knowledge and skills, gaining nationally recognised qualifications and earning whilst learning. Apprenticeships usually last for a least 1 year and the Apprentice works towards an NVQ Level 2, Key Skills and in most cases a Technical certificate. Advanced apprenticeships usually last for 2 years and the Apprentice works towards NVQ Level 3, Key Skills and a Technical Certificate. Adult Apprenticeships are available for

people aged over 25 and over that are working towards and NVQ, Key Skills and a Technical Certificate.

Two members of staff have been assigned to work on this project. One officer is involved in employer engagement and works with employers to source new apprenticeships. The second officer is involved in the recruitment of local residents to the project and works with the employers to source the most appropriate qualification. Close partnership working has been developed with the local Connexions offices. HBC staff deliver outreach from each of the Widnes and Runcorn Connexion offices and staff from HBC and PAs from Connexions undertakes case conferencing twice monthly.

Comprehensive marketing of employers is undertaken by Halton People into Jobs, including mail shots. Leaflets and posters have been produced and circulated to partner organisations including Jobcentre Plus as well as employers.

Employers are paid an incentive payment of up to £2,000 to encourage them to recruit apprentices. The payments are as follows:

£250 Start Payment (paid once an individual commences employment)

£250 Training Payment (paid upon commencement of LSC funded apprenticeship)

£75 per week towards a wage for 20 weeks

Care leavers- the project provides apprenticeships for 10 care leavers offering full training or wage costs for a period of 12 months with the employer picking up the costs in year two – Care leavers are employed in public or community & voluntary sector organisations. The Start and Training payments are not paid to HBC or the other public sector organisations.

The Learning and Skills Council (LSC) or Single Funding Agency normally expects an employer to pay apprentices either National Minimum Wage or the going rate for the job. The exception is young Apprentices aged up to 19 years who are exempt from National Minimum Wage but must be paid a minimum training allowance of £95 per week i.e. £4, 940. The new rates for minimum wage are:

Workers aged 16-17: £3.57/hr

Workers aged 18-21: £4.83/hr

Workers aged 22 and over: £5.80/hr

Performance

Since the project commenced in January 2009, 125 new apprenticeships with 99 employers have been created.

Stepping Stones (Halton ILM)

Aim of the Project:

The project is aimed at improving the employability of local priority residents who are unemployed by placing individuals within high quality work experience placements coupled with job focused training. It enhances the existing portfolio of LSC and other programmes by providing a period of 'paid' employment.

Funding: WNF

Delivered By: Joyce Cahill, Marj Sinclair, Phil Hudson

Description of the Project

Staff from Economic Regeneration's Halton People into Jobs Team manage this project. Referrals to this project are mainly from HPIJ and JCP. Following a referral

an appointment will be made for a beneficiary to attend an interview with an Employment Officer. At this initial meeting an IAG interview is completed and an action plan produced. If the beneficiary is offered a place on the programme an Employment Officer will source an appropriate work placement with a local employer, arrange for any job focussed training that may be required; and will monitor and evaluate the programme. Prior to commencement the ILM, workers undertake a 4 day Induction that includes Health & Safety, Manual Handling and First Aid. ILM workers will be paid minimum wage i.e. £3.57 per hour at 16/17 year olds, £4.83 at 18 – 21 years old and £5.80 per hour at 22 years plus, for up to 35 hours per week, and will initially be offered a paid work placement of up to 13 weeks, but on average 6-8 weeks. The work placement also includes weekly job search. Weekly extensions to the paid placement are agreed by the Employment Development Manager if the extension will lead to full time employment.

ILM Wages are administered and paid, via an existing contract, by Jarvis Training Management Limited. If the ILM Worker has not found a job towards the end of their placement, they will be given the opportunity to opt to undertake the Halton Employment Partnership (HEP) training programme which will better prepare them for seeking permanent employment. Following the HEP training course HPIJ Job Brokers support individuals with progression into employment.

2009/10 – 82 starts on the project with 56 confirmed job outcomes from 75 leavers i.e. 75% job outcome against a target of 60%. Since April 2010 18 starts on the project with 11 job outcomes to date i.e. currently 61%

Response to Redundancy programme

Aim of the Project:

To provide one to one information, advice and/or guidance to individuals under threat or at risk of redundancy, or individuals that have recently been made redundant. Access to FREE training is offered to help individuals 'up skill' or retrain to improve their chances of securing alternative employment.

Funding: Skills Funding Agency

Description of the Project:

Employment Officers meet with the individuals at the employers' premises to provide IAG services, pre-employment support and signposting to appropriate employment, learning or enterprise opportunities. An individual learning plan is produced to help the customer identify their learning and/or progression routes.

Bespoke training is sourced as identified to help the individual develop new skills in other sectors or to achieve accredited training/qualifications in the area of work that they have been employed in previously.

Since the project commenced in August 2009, **15 employers** have been supported and **149 workers facing redundancy** have benefitted from support offered by the programme. The project has been extended from December 2010 to March 2011 and the target has been increased from assisting 152 redundant workers to assisting 245.

Skills Boost

Aim of the Project:

In 2008 The Enterprise & Employment Division were awarded an LSC/ESF contract to deliver Skills Boost in Halton. The Skills Boost programme supports the delivery of an integrated employment and skills system by maximising opportunities for local people, from priority wards and disadvantaged priority groups to gain access to sustainable employment. Skills Boost is a short sharp demand led intervention to support the recruitment needs of local employers by providing funding to equip workless residents who have a job offer from an employer with the qualification and/or training required.

Funding: Skills Funding Agency

Description of the Project:

Beneficiaries referred to this project MUST have a firm job offer in writing.

The project funds short job focused training, it does not fund NVQs, BTECs etc

The project is aimed at Learners who may never have worked but also creates a route back into sustainable employment for those who are long term unemployed. The project improves the employability skills of Learners and makes them more marketable to local employers. The overall aim is to achieve 60 starts with 45 job outcomes with 35 Learners remaining in sustainable employment at 13 weeks.

Halton People into Jobs delivers this contract in collaboration with a variety of training providers and other organisations. Much of the training purchased to date has been one off specialist provision. The team provides a flexible Learner/Employer led approach to enable Learners from the most disadvantaged groups within the Borough of Halton, including Lone Parents, Older workers aged 50+, IB claimants, LLDD Learners, Ex offenders, Homeless etc, to enhance their employability skills by gaining job related qualifications.

Performance

To date there have been 44 starts and 30 job outcomes, the project will end on 31 March 2011.

Supported Employment

Aim of the Project:

The project's aim is to find employment for people with a disability including Learning disabilities, mental Health conditions and people who have a Physical and Sensory Disability.

Funding: WNF

Description of the Project:

Employment Officers assess the client's employment potential; prepare a development plan which identifies appropriate opportunities for people with disabilities, particularly learners with learning difficulties to develop their employment skills through practical work experience work based learning or voluntary work via social cares Community Bridge Building Team, whom we work very closely with.

Employment Officers will provide appropriate employment coaching and/or job training to provide the client with the confidence and skills for them to progress to work independently in paid or unpaid work or to access appropriate work based learning opportunities and will provide 'arms length' support for the client to remain in the employment or learning provision with a view to assisting them to progress into open paid employment.

Pathways to Work In Work Support

Aim of the Project

The aim of the project is to provide 26 weeks of In Work support for Pathways to Work customers to enable the beneficiaries to retain their employment.

Funding: DWP Jobcentre Plus contract to deliver the provision across the Greater Mersey district – Halton, Knowsley, St Helens and Sefton

Delivered by: Eddie Dourley, David Samuels

Description of the Project

All referrals to this project are via Pathways to work Advisors at Jobcentre Plus. Customers making new claims to Incapacity Benefit (IB) receive additional help to find and keep work through the Pathways to work Programme. The Pathways In Work Support provision aims to sustain the beneficiary in employment by providing an aftercare service providing regular contact at 2, 13 and 25 weeks, by letter/telephone or face to face meetings, to provide a safety net for customers experiencing difficulties at work.

The project provides a range of aftercare including:

- access to a Mentor - usually be from within the workforce
- Job Coaching – to support the beneficiary with on the job training and job matching
- Occupational Health Support – to assist with such issues as working hours/patterns and workplace ergonomics. It will also assist the employer to provide Health & Safety risk assessments and determine beneficiaries capabilities in relation to specific job roles
- More In Depth Support – provides support and advice about health and other social issues that might affect beneficiaries in the workplace. It includes off the job support such as telephone counselling and face to face lunchtime meetings and establishing support arrangements
- Financial advice and debt counselling – providing on going money management support e.g. schedule debt repayments

Performance

In 2009/10 the service helped 38 new disabled people into paid or permitted work and continued to provide employment support to 93 existing clients who have moved into work. Since April 2010 5 new disabled people have been helped into paid or permitted work whilst existing clients in employment continue to be supported.

Employment Retention Service

Aim of the Project

To reduce the numbers of people leaving work and moving on to Incapacity Benefit (IB) as a result of a health condition or disability by providing job retention advice to

the employer and the employee. The support offered enables people that have a health condition or disability to enter, remain in, or quickly return to work. Two officers work on this project, one a Job Retention Specialist and the other a Disability specialist with an excellent working knowledge of Access to Work and other initiatives.

Funding: WNF

Delivered by: Eddie Dourley, Mike Fredson

Description of the Project

Referrals to this project are from a variety of sources including Jobcentre Plus – IB Pathways Advisors, Disability Employment Officers, health staff at the PCT & GP practices, JCP customers, employers, employment & training providers and health & social care providers. Once a referral is received an appointment is made and an Officer meets with the beneficiary within 5 working days. A range of services are made available to both the employee and the employer including:

Post-employment - the Officer prepares an individual Personal Action Plan with the employee and their employer, which enables the individual to retain employment. The action plan identifies that the employee has the right work equipment and advice on using the equipment in the workplace efficiently and safely. This may require the Retention Officer to consult with occupational health and DWP Access to Work. Review the action plan at the request of the employer or employee.

Job redesign – the Retention Officer explores with the employer whether there is potential for the job and/or working practices to be re-designed to better suit the needs of the employee; or whether there is a more appropriate and suitable alternate job. This may require consultation with specialist occupational health adviser and DWP Access to Work.

Job coaching - agree with the employer who will help the employee to settle into their new job role and what support will be provided during the early weeks i.e. up to six weeks. Where possible, the job coach is provided by the employer, if not the Retention Officer signposts the employer to an appropriate specialist support organisation.

Mentoring - agree with the employer who mentors the employee during the early months of their revised working arrangements. The Retention Officer may be required to signpost the employer to an appropriate specialist support organisation.

Job Retention - the Retention Officer signposts the employer to an appropriate specialist organisation that may be able to offer support to help the employee to keep their job.

Job Breakdown – should the new working arrangements breakdown the Retention Officer will introduce the individual to HPIJ who will help them to find suitable alternate employment

Performance

Since the project commenced in April 2009, 45 of the 51 people in work but off sick have been helped to keep their job.

Future Jobs Fund

Aim of the Project

The Future Jobs Fund is a national initiative of approximately £1 billion to support the creation of 150,000 jobs. It is aimed at long term unemployed young people and others who face significant disadvantage in the labour market.

In March 2010 it was announced that the initiative is to be extended for a further 12 months aimed at generating a further 50,000 jobs for young people aged 18-24.

The fund is run by the Department for Work & Pensions. It is open to any organisation from the public, private or third sector from across Great Britain (England Scotland and Wales).

Funding: DWP

Delivered by: Trish Cooney, Phil Hudson, Lindsey Clarke

Description of the Project

Halton Borough Council (Halton People into Jobs) is part of the Liverpool City Region Future Jobs Fund programme being delivered by partners in the City Employment Strategy. Halton People into Jobs is managing the initiative in Halton and has a dedicated team on hand to support Future Jobs Fund employers and employees throughout the programme.

Eligible Jobs

Jobs created using the Future Jobs Fund must be:

- additional - meaning they could not exist without this funding
- lasting at least 6 months
- for at least 25 hours per week
- paid at least at the national minimum wage rate
- suitable for long term unemployed people
- providing a clear benefit to local communities

FJF Eligible People

The recruitment is handled through Jobcentre Plus and Halton People into Jobs but it is the responsibility of Jobcentre Plus for checking applicant eligibility.

The following offers a guide to Jobcentre Plus's eligibility criteria:

- 18-24 year olds who are in receipt of Job Seekers Allowance for at least 26 weeks
- Young people who have turned 18 years of age and in receipt of Job Seekers Allowance that were previously NEET (not engaged in employment, education or training) for a period of at least 26 weeks, providing that is confirmed by Connexions are also eligible to apply for Future Jobs Fund vacancies
- All working age people aged 18+ who have been in receipt of other benefits (e.g.: lone parent, ESA, IB) for 39 weeks
- 25+ year olds in receipt of Job Seekers Allowance for 26 weeks.

FJF Eligible Costs

Staff from Halton People into Jobs meet with potential employers to discuss their requirements prior to advertising the vacancy/vacancies and drawing up a job description. This also involves agreeing a suitable wage and hours of employment, looking at the potential training and support needs.

Halton People into Jobs provides:

- funding the wages of the eligible employee

- funding to cover the wage on-costs of the eligible employee e.g.: employers national insurance contributions
- a support package for the employee and employer during their Future Jobs Fund post
- advice and support in accessing suitable training

Performance

Since the FJF programme commenced in February 2010, 94 unemployed eligible residents have progressed into new 26 week jobs offered by 9 employers. Of the 6 people that have completed 26 week FjF jobs, 4 have moved into employment, whilst only 1 of the 9 early FjF leavers, left to take up employment.

For any further information on the programmes included contact:

Halton People into Jobs 0151 471 7516

1st Floor Rutland House, Halton Lea, Runcorn, WA7 2ES

hpij@halton.gov.uk