



**Employment, Learning, Skills and
Community Policy and Performance
Board**

**Monday, 16 September 2013 at 6.30 p.m.
The Board Room - Municipal Building,**

A handwritten signature in black ink that reads 'David W R'.

Chief Executive

BOARD MEMBERSHIP

Councillor Susan Edge (Chairman)	Labour
Councillor Carol Plumpton Walsh (Vice-Chairman)	Labour
Councillor Lauren Cassidy	Labour
Councillor Harry Howard	Labour
Councillor Peter Lloyd Jones	Labour
Councillor Geoffrey Logan	Labour
Councillor Andrew MacManus	Labour
Councillor Stan Parker	Labour
Councillor Joe Roberts	Labour
Councillor Christopher Rowe	Liberal Democrat
Councillor Geoff Zygadlo	Labour

*Please contact Michelle Simpson on 0151 511 8708 or e-mail
michelle.simpson@halton.gov.uk for further information.
The next meeting of the Board is on Monday, 11 November 2013*

**ITEMS TO BE DEALT WITH
IN THE PRESENCE OF THE PRESS AND PUBLIC**

Part I

Item No.	Page No.
(A) PRESENTATION ON HALTON'S WORK PROGRAMME CONTRACTS	1 - 16

In accordance with the Health and Safety at Work Act the Council is required to notify those attending meetings of the fire evacuation procedures. A copy has previously been circulated to Members and instructions are located in all rooms within the Civic block.

Monday 16th September 2013

Work Programme – Progress Report

Siobhan Saunders / Lynsey Carr



- **Single Welfare to Work programme introduced in June 2011 by the Department for Work & Pensions (DWP)**
- **Mandatory programme (with some voluntary referrals)**
- **9 different customer groups/referrals from Job Centre Plus (JCP)**

Continued...

- **‘Payment by Results’ on achievement of sustained Job Outcomes(13wks/26wks)**
- **DWP measures ‘Referrals to Job Outcomes’ performance against Priority Group customers:**
 - ***PG1 (18-24 Job Seekers’ Allowance (JSA) claimants)***
 - ***PG2 (25+ JSA claimants)***
 - ***PG6 (Employment Support Allowance (ESA) claimants)***
- **Those referred to the Work Programme have been unemployed for 9 months+ (unless they are ESA volunteers or newly released from prison)**

- **2 Prime Contractors (Ingeus Deloitte & A4e) awarded contract covering the 'Contract Package Area' of Merseyside, Lancashire and Cumbria (*Halton part of Merseyside*)**
- **Ingeus Deloitte subcontracted 100% of their Halton contract to HBC**
- **A4e – subcontracted 50% of their Halton contract to HBC (*A4e delivers the other 50% of their contract from their Runcorn office*)**
- **HBC(HPIJ) delivers a total of 75% of the Halton Work Programme contract from Runcorn and Widnes office bases**

- **JCP makes referral to HBC's A4e/Ingeus contract (50/50 random allocation)**
- **Initial Appointment/Assessment takes place between a Work Programme Advisor (HBC) and the customer**
- **An Action/Employment Plan is produced with the customer**
- **CV, Cover Letter and a Better off Calculation completed within 4 weeks of being on programme to support effective job search**

Continued....

- **Skills for Life Assessment and IT Assessment completed**
- **Referral to HBC's National Careers Service to create a Lifelong Learning Account and for additional advice**
- **Signposting and referrals to other services for specialist support such as debt/money worries, health and well-being e.g. drug/alcohol advice**
- **Advisor provides ongoing support and reviews completed as a minimum 4 weekly**
- **Job Outcome payment claimed by HBC when customer remains in work for a period of 13wks or 26wks (dependent on customer group)**

The Employment, Learning & Skills Offer – The Customer Journey

- **Continued 1:1 support provided by a Work Programme Advisor**
- **Review of action plan to identify the steps needed to help progression or support needed to remove any barriers**
- **Ongoing access to a range of workshops and/or employability programmes to enhance job search techniques, up skill and secure employment e.g. CV Workshop**
- **Funding available to support costs of training, travel expenses, interview clothes, cost of living, travel to interview etc.**
- **In Work Support to help the customer remain in work**

Performance against targets

Good News Story – Christina

Good News Story – Martin

Year 1 & 2 delivery – how did it go?

- **Contract delivery started behind schedule**
- **High number of referrals: low number of Job Starts in year 1 impacted on the ‘Referral to Job Outcome’ performance in years 1 and 2 of delivery**
- **Not all existing HPIJ staff had experience in delivering mandatory programmes for the unemployed**

Continued...

- **Technical issues in relation to bespoke IT systems, required to deliver the contract**
- **Staff sickness levels impacted on delivery**
- **Lack of appropriate administrative support for key functions**
- **Not enough appropriate provision to support customers**

- **Coming to terms with new ways of working**
- **Holistic strength of the service - *links with the wider Employment, Learning & Skills Division and Halton Employment Partnership and with the Economy Enterprise & Property Department***
- **PG6 (ESA) performance is a key area of focus nationally for year 3**
- **Intensive staff training and development package (individual/1:1)**

Continued...

- **Comprehensive package of Skills Funding Agency provision available within the Division to aid customer progression**
- **The importance of balancing quantitative and qualitative aspects of support to the customer**
- **In Work Support and Outcome Claims are of significant importance**
- **Closer working relationship established with central Admin Services to support customer engagement process and meet targets**

Challenges for Years 3 to 5 of the Work Programme

- **Attachment fees will be withdrawn from year 4 onwards (2014/2015) – main source of funding will be from Job Outcomes and Sustained Payments claimed**
- **Achieving minimum performance targets against PG6 (ESA) customer group (Referral to Job Outcomes)**
- **Management of underperformance at individual advisor level (training and development plans)**
- **Outcomes of Efficiency Review and potential restructure**

- ✓ **Potential for contract to be secured for a further 4 years**
- ✓ **Increased staffing levels – possible job opportunities**
- ✓ **Increased income generation across other contracts (e.g. Skills Funding Agency)**
- ✓ **Potential to bid for and secure new contracts (National Careers Service)**

Employment, Learning and Skills & Community PPB



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