

**SUBMISSION TO COMMUNITY HOUSING AND ENVIRONMENTAL HEALTH
OVERVIEW AND SCRUTINY COMMITTEE**

Date: 24th March 2014

Agenda Item: 5

Contact Officer: Clive Gibbins

Telephone: 01543 308702

SUBMISSION BY THE CABINET MEMBER FOR COMMUNITY, HOUSING AND HEALTH

WORK CLUBS

1. Purpose of Report

- 1.1 To advise Members on activities to help unemployed people to get back to work by supporting and developing Work Clubs across the Lichfield District including :-
- Arrangements to support the clubs from November 2013 to March 2014, and proposals for their continued support until September 2014.
 - Activities of the Work Clubs across the District
 - The establishment of a Connects Hub by Bromford to help residents become “job ready”.

2. Background

- 2.1 Lichfield District Council has been a leading partner in the development of local work clubs, together with Bromford Living and Lichfield & District CVS. Work clubs provide help, information, advice and guidance to local people on employment opportunities and training through fortnightly “drop in” meetings. They support people to get into and back into the work place environment. They promote and provide volunteering opportunities, and have enhanced our own staff development. They are a key delivery strand of the District Debt and Financial Inclusion Strategy. The concept of Work Clubs are being taken up within the priority areas of Lichfield District run by a variety of voluntary and statutory organisations.
- 2.2 The first community based work club in the district opened on 1st March 2011 in Burntwood. There are now 5 work clubs, based in the areas of higher unemployment in the district, Lichfield Burntwood, Handsacre and Fazeley & Mile Oak.
- 2.3 At the work clubs training is given in functional skills (literacy, maths and computer skills) and to increase employability through confidence building, interview techniques, office skills, customer service and money management and budgeting skills. Assistance is given to help people write CV's, draft covering letters and make job applications. Details of jobs are made available to individuals and they are encouraged to apply where they are suitable.
- 2.4 Following the changes resulting from phase 1 of the Fit for Future Programme it was necessary to make interim arrangements to enable the continuation of the Work Clubs through an agreement with Support Staffordshire from 18th November 2013 until March 31st 2014. An extension to this agreement is being actively

pursued to enable the support to continue until the end of September 2014 whilst future options for delivery are explored.

- 2.5 These arrangements were to provide sessional workers to support the Work Clubs on a fortnightly basis and collate and provide statistical information.
- 2.6 Outcomes and updates from this support are detailed at **Appendix A** and **B**.
- 2.7 Since the work clubs began there have been a total of 599 people registering at the work clubs (up to 31st December 2013). Identifying outcomes from these people is not straight forward as not everyone lets the organisers know if they find employment or training. Of those that have informed the organisers, 115 people have been helped back in to work, with 36 going into volunteering and 184 receiving training.
- 2.8 In January 2014 Bromford commenced the Bromford Connect Hub at their offices at Stowe Road, Lichfield and the work club moved from Lichfield Library to these premises. Further details of the Connect Hub can be found at **Appendix C**.
- 2.9 There will be a presentation to Members by Julie Walker (Head of Neighbourhoods and Sandra Payne (Support Staffordshire, Lichfield District) on the work of Bromford through the Connect Hub and the Work Clubs.

3. Recommendation

- 3.1 That Members note and comment on the activities of the Work Clubs and the future proposals for their support until September 2014.
- 3.2 That Members note the establishment of the Bromford Connect Hub.

4. Financial Implications

- 4.1 The cost of the interim arrangements for support for the Work Clubs is within the overall annual budget of £15,000 available for this purpose.

5. Strategic Plan Implications

- 5.1 The Council's work in helping people get back in to work supports the following strategic priorities from A Plan for Lichfield District 2012-2016:
 - Working in partnership
 - Supporting people
 - Boosting business

6. Human Rights Issues

- 6.1 There are no human rights issues

8. Crime and Community Safety Issues

- 8.1 Employed residents are less likely to be involved in criminal activity or anti social behaviour and be less exposed to illegitimate sources of money-lending.

9. Risk Management Issues

Risk	Likelihood/ Impact	Risk Category	Countermeasure	Responsibility
Local people not accessing vacancies resulting in higher levels of unemployment and financial risk to the authority (council tax arrears, homelessness, etc.)	Medium/High	Strategic/ Reputational/ Financial	Work clubs promote vacancies and support applicants in acquiring the necessary skills and in making applications	Partnerships & Policy Manager
Work clubs not based in areas of greatest need	Low/High	Strategic/ Reputational	Location of work clubs set according to data and local intelligence about areas of greatest unemployment	Partnerships & Policy Manager

Report on Lichfield District Work Clubs from 18 November 2013 – 26 February 2014

Projects and Venue	Attendance figures	New Registrations	People into Volunteering	Training received	People into Employment
Armitage with Handsacre Handsacre Methodist Church	47	7	4	2	1
Burntwood Library	82	8	4	15	3
Fazeley, St Pauls Church (moved Nov 2013) previously, Mileoak, St Barnabas Church	1	0	0	0	1
Jigsaw Community Hub	65	5	0	1	1
Lichfield, Bromford Hub (moved Jan 2014) previously Lichfield Library	145	26	9	7	6
Overall totals	340	46	17	25	12

- ❖ A survey is being produced to encourage feedback from attendees to ascertain how many people find employment through support at the Work Clubs
- ❖ Armitage with Handsacre averages 6 attendees per session but this has been low due to bad weather
- ❖ Burntwood Library and Bromford Hub, Lichfield have been open weekly since January 2014, Burntwood Library averages 9 attendees per session, since moving to Bromford Hub there are 20 attendees on average (used to be an average of 10 at Lichfield Library)

Appendix A

- ❖ Fazeley Work Club is held at St Pauls Church, only one person has attended so far however through the support they have now got employment. Marketing of this new venue is currently being undertaken.

LICHFIELD DISTRICT WORK CLUBS

Report at 31 December 2013

BACKGROUND

Work clubs offer support, information, advice and guidance to local people on employment opportunities and training. They can support people to get into and back into the work place environment. Information will be available to signpost people to agencies which can help and support them in employment and career opportunities.

The concept of Work Clubs are being taken up within the priority areas of Lichfield District run by a variety of voluntary and statutory organisations.

CURRENT PROJECTS

BURNTWOOD WORK CLUB

Supported by Bromford Living, Lichfield District Council and Support Staffordshire (Lichfield & District) the club was launched on 1st March 2011, and meets fortnightly. Approximately 10 people attend each session with 244 people registered altogether. Training sessions are held on interview skills, CV writing, confidence building and any other identified subjects. 53 people have gone onto employment; 19 people have gone into volunteering and 79 people have been signposted into training.

Opening hours/Venue: 9.30am-11.30am every other Tuesday at Burntwood Library

Contact: Sandra Payne, Support Staffordshire (Lichfield & District) on 01543 303030 email: sandrapayne@ldcvs.org.uk or Charlie Mills, Bromford Living on 01543 420806 email: Charlie.mills@bromford.co.uk

FAZELEY WORK CLUB

The Club was launched on 13th May 2011 by St Barnabas Church and has run out of their community room on a weekly basis. The work club has been community run with support from local agencies. They have approx 50 people registered at present and 17 people have gained permanent employment. The work club moved in November 2013 to St Paul's Church, Fazeley and is supported fortnightly by Lichfield District Council and Support Staffordshire (Lichfield & District).

Opening hours/Venue: 9.30am-11.30am every Thursday at St Paul's Church, Fazeley

Contact: Pat Heath 01827 289414 email workclubfazeley@hotmail.com Sandra Payne, Support Staffordshire (Lichfield & District) on 01543 303030 email: sandrapayne@ldcvs.org.uk

JIGSAW COMMUNITY HUB

Jigsaw Work Club opened its doors on the 6th June 2011. Lichfield District Council has worked in partnership with North Lichfield Initiative to run the sessions linking in with the Internet Café. They have 114 people registered, 72 have gone into training, 3 into volunteering and 15 back into work.

Opening hours/venue: 9.30am till 12noon fortnightly

Further information contact: Jigsaw on 01543 253666 or email: NLI1@mail.com, Sandra Payne, Support Staffordshire (Lichfield & District) on 01543 303030 email: sandrapayne@ldcvs.org.uk

LICHFIELD WORK CLUB – Lichfield District Council and Bromford Living launched the Lichfield Library work club on 5th October 2011 from 1.30-3.30pm and it runs fortnightly, offering information, advice and guidance. The opportunity to use computers to search for job vacancies, produce and update CV's. So far 152 have registered, 52 gone into training, 14 into volunteering and 23 into work. The work club moved to Bromford Hub in January 2014.

Opening hours/venue: 1.30pm till 3.30pm every other Wednesday

Further information contact: Sandra Payne, Support Staffordshire (Lichfield & District) on 01543 303030 email: sandrapayne@ldcvs.org.uk or Charlie Mills, Bromford Living on 01543 420806 email: Charlie.mills@bromford.co.uk

Appendix B

ARMITAGE WITH HANDSACRE – Armitage with Handsacre work club was launched on 12th September with a Routes to Work event. Bid for funding from Job Centre Plus was successful. The work club is supported by a partnership between Lichfield District Council, Bromford Support and Handsacre Methodist Church. The launch event saw 3 new people engaged and 2 people registering to the work club network. 8 local agencies took part in the launch event to give advice and guidance. The Work Club now has 39 people registered, 6 have gained employment, 2 into volunteering and 5 computer training.

Opening hours/venue: 1.00pm till 3.00pm every other Wednesday

Further information contact: Sandra Payne, Support Staffordshire (Lichfield & District) on 01543 303030 **email:** sandrapayne@ldcvs.org.uk or Elen Dawson-Butterworth on 01543 301972

RESOURCES SUPPORTING WORK CLUBS

Facebook

The new Local Strategic Partnership Facebook page encompasses all Work Clubs in Lichfield District, allowing people across all the Work Clubs to access and share information equally on volunteering, training and employment opportunities.

Work Club Leads support group

A work club leads support group has been set up to offer peer support and a chance to share good practice across the work club network. These groups are being run quarterly and are open to all work club leads in the area. We have developed links with new partners who have presented what services they offer the work club members, these have included Open Door, LDCVS and Job Centre Plus.

Volunteers

17 volunteers that help make the District Work clubs such a success were thanked for their contribution and received certificates at the National Volunteers Event at the Guildhall run by Lichfield & District CVS on 5th June 2013.

New arrangements from Mid- November 2013 & January 2014

Meetings have taken place with Bromford Living, Lichfield District Council and Lichfield & District CVS (now operating as Support Staffordshire (Lichfield & District)) to organise interim arrangements to ensure the continuation of the Work Clubs between middle of November and the end of March 2014. Lichfield District Council have accepted a proposal from Support Staffordshire (Lichfield & District) to provide a staff member to support each work club, support and manage the volunteers and provide the quarterly performance statistics.

All work clubs to run fortnightly from January 2014, representing a reduction in frequency for Jigsaw and Fazeley; however these two Work Clubs might continue to be open weekly, discussions of support are currently taking place. From January 2014 the Lichfield Work Club will be moving from Lichfield Library to Bromford Living, Stowe Road in their newly appointed IT suite. Bromford will be supporting Jigsaw together with Support Staffordshire (Lichfield & District) and pulling out of Armitage & Handsacre, once handover to Support Staffordshire (Lichfield & District) on 27 November has taken place.

Bromford Living and Support Staffordshire (Lichfield & District) have met to develop a programme of support services to be offered at the Work Clubs including basic IT training and enterprise information sessions. Volunteer training is also being reviewed, including the possibility of more Information, Advice and Guidance (IAG) training.

Sandra Payne
Deputy Chief Officer
Support Staffordshire (Lichfield & District)
January 2014



The Connect Hub at Lichfield

Connecting Customers to Opportunities

We have been trying a number of different interventions to help our customers to secure employment. We continue to believe that helping a customer into employment is likely to have the single biggest impact on them and/or their family in terms of 'being the best they can be'. In order to maximise the impact we can have in this area we need to establish an approach that is both effective and offers value for money.

Connect Hub at Lichfield, Stowe Road - We will test the effectiveness of a Connect Hub to help customers living in the City wards of Lichfield to overcome barriers to employment and to achieve job outcomes. In essence the Connect Hub will bring our resources together with those of other specialist agencies, delivering the work club under one roof, with the aim of improving our effectiveness at helping customers overcome practical barriers to employment, improve their employability skills and be matched to appropriate opportunities with local employers. The focus will be on helping customers recognise their skills and remarketing them to help them become more credible employees.

Who can use the Connect Hub?

The Connect Hub service will replace the 121 Skills Coach services for all existing and new Deal customers in the Lichfield City wards which will include:

- Chadsmead
- Curborough
- Leomansley
- Stowe
- St. Johns
- Boley Park

For the pilot all existing and new Bromford Deal customers and their family members who are 16 plus and living in the Lichfield City Wards can attend the Hub. Customers from the wider District wards can also attend for specific training and events. Supported customers can also attend the Hub for drop in sessions with a Support Worker or to attend the Work Club. Access to the Work Club will be open to the wider community as agreed with Lichfield District Council.

Hub opening times - The Hub will be open to customers Monday to Friday

What events are already planned for the Hub?

The timetable is filling up and will include:

- A weekly work club facilitated by Bromford colleagues and Support Staffordshire
- Employment and Skills Programme Delivered by Bromford Employability Specialist
- An NHS volunteering programme

- ICT skills training delivered by South Staffs college
- Information Advice and Guidance training delivered by Support Staffordshire
- Housing Manager drop ins
- Support Worker Drop ins delivered weekly by a Bromford Colleague
- Careers event and launch Co-ordinated by the Employer Liaison Manager and including NHS, Job Centre Plus and local employers

A programme of further activity and external services will be developed over the coming months as we establish the needs of the Hub users.

Employability Skills Courses - We will test the effectiveness of Employability Skills Courses to enable those customers unlikely to secure employment even once barriers have been removed and/or a Work Club has been attended, to go on to achieve job outcomes.

Employer Liaison Manager - We will test the effectiveness of an Employer Liaison service to bring 'preferential' job opportunities through to our customers from local employers and to raise employer awareness of our 'job ready' graduates from the Employability Skills Programme.

We will also be testing the cost to create each job start and job outcome by considering which intervention(s) contributed to each outcome.