

Youth Unemployment Review Panel

Members

Councillors Addis, Cowell, Kingscote, Pentney (Chairwoman) and James

(Contact Kate Spencer on t: 01803 207014 or e: scrutiny@torbay.gov.uk)

Monday, 6 August 2012 at 10.00 am
to be held in the **Meadfoot Room, Town Hall, Castle Circus**
Torquay, TQ1 3DR

Agenda

1. **Strategic Providers, Commissioners and Enablers**
To gain an understanding of the providers, services and initiatives available to assist young people in gaining employment.
- 1(a) **Job Centre Plus** (Pages 1 - 6)
Karen Palin (Advisory Services Manager 18-24) and Lee Tozer (Business Development Manager) in attendance.
- 1(b) **Torbay Development Agency** (To Follow)
Debbie Passmore (Partnership Executive) in attendance.
- 1(c) **Careers South West** (Pages 7 - 8)
Colin Shorthouse (Torbay Area Manager) in attendance.
2. **Spread of Young Workless** (Pages 9 - 11)
To receive further data about young workless people in Torbay.

Although figures for June 2012 show an improvement this reflects the seasonal nature of employment in Torbay.
3. **New Government Initiative** (Pages 12 - 13)
To discuss the New Government Initiative

Agenda Item 1a

Review of Youth Unemployment

- What is the role of your agency? What are its aims and targets? Are these being achieved?

DWP, through Jobcentre Plus is responsible for supporting young people aged 18 - 24 who are claiming a DWP working age benefit. This support includes job search advice, agreeing an action plan towards employment and referring to partner organisations and colleges/providers to overcome any barriers to work, as well as engaging with employers to source work experience and employment opportunities.

Our targets are predominantly around customers returning to work which we call an off flow. We are judged on the percentage off flows at 13 weeks, 26 weeks, 39 weeks and 52 weeks. We are currently exceeding our off flow targets for 13, 26 & 52 weeks but are below target on 39 week.

DWP also supports 16/17 year old customers who are estranged from their families. We offer an advisory service and support for customers to make hardship claims to both Job Seekers Allowance and Income Support. With these customers we work extremely closely with Careers South West.

See also attached 16-24, claimant count and live unfilled vacancies.

- What is your relationship with local employers?

DWP, are active in building working relationships with employers. There is a National team who work with National Employers and gain agreements that will cover their branches across the country, for example Argos and B&Q. They provide Work Experience opportunities for Young People, for up to 8 weeks.

Locally in Jobcentre Plus we have Employer Engagement Managers. They have teams that are responsible for building working relationships with the local employers, for example Sandwell Community Caring Trust. Who are working with us to provide pre-employment training for care workers and then guaranteeing interviews for vacant posts?

- What services do you provide to young people?

Within 24 hours of a customer making a claim to benefit a full diagnostic interview is arranged with a specialist 18-24 adviser. At this interview background information is collected and an action plan agreed with the young person. The majority of our young people will be referred to the National Careers Service for a Skills Conditionality interview to gain an independent assessment of their skills and to

identify any areas that need to be addressed ie numeracy, literacy or work related skills appropriate to the young person's job goal. All 18 year old customers are also mandated to attend Careers South West so we have a two pronged approach to support these customers returning to work or training. After the initial diagnostic interview the customer will then be seen usually weekly by their named adviser and their assistant adviser. At subsequent interviews the action plan is reviewed and updated and customers are signposted to the most appropriate provision to support them to overcome the barriers to return to employment.

We have regular meetings with the National Apprenticeship service. Our advisers promote apprenticeship vacancies to their jobseekers. We have just recruited 3 apprentices into Torquay JCP office. Also our Employer Advisers actively promote apprenticeships alongside Work Experience when talking to employers.

- What initiatives are provided/funded through your organisation?

See attached list of local provision, this is not exhaustive

- Have you undertaken any mapping exercise of initiative in Torbay? Or the funding for initiatives?

Jobcentre Plus works with, and refers to, the attached list of agencies who are delivering support in the Torbay area. This is list not exhaustive but gives a good flavour of the main sources of support.

DWP Work Programme providers are also located in Torbay. The prime providers are Working Links and Prospect Services. They are responsible for supporting young people aged 18-24 from the time they reach 39 weeks on JSA on their journey into work. In addition some people will be eligible for early entry to the Work Programme, e.g. prison leavers.

Devon and Cornwall District have developed a provision tool that lists all the local provision that is available to JCP customers in Torbay.

- How sustainable are the initiatives that you provide?

The majority of the initiatives and programmes that are delivered by DWP are led by Central Government policy. This means that they are public funded and are sustainable.

In Devon and Cornwall, Jobcentre Plus has a Flexible Support Fund with which we can deliver provision to satisfy the needs of Jobseekers locally. For example, Jobcentre Plus has been working with the Fire and Rescue service since October 2010. This is a programme that is funded on a needs basis.

- How well do you think your organisation integrates with others in Torbay that are providing similar services?

We have a good working relationship with Careers South West especially around our 16/17 year old customers. Torquay JCP has developed links with Princes Trust and regularly we have a Princes Trust adviser in the Jobcentre. We work well with Shekinah Mission especially around the Re-work programme to secure work placements for our customers who are the most disadvantaged.

We have worked with different partners and providers to offer innovative opportunities for our customers. The Phoenix course which is run by the Fire Service and confidence and motivation courses via Eat that Frog deserve a special mention as they change lives.

- How well do you work with the wider community partnership (for example, Police, health, voluntary sector)?

We have a good working relationship with the prolific offender team. We have a sharing information protocol with the Probation service. We also have organisations that we can signpost customers to for help with homelessness, facing homelessness, debt, drug or alcohol abuse. For example, the open access drugs service at Shrublands, or Shekinah Mission at The Leonard Stock Centre.

We have linked Personal Advisers with the Family Intervention Project, Probation, and the Care Leavers team in Torbay Council.

- What's your role with the Local Economic Partnership? How well do you think this is working?

Karen Hooper, with Phil Harrison, have met with Liz Waugh, interim Chief Executive of the LEP. They had a general discussion about communications channels. Liz said that the Board are looking at the networks across the area to consider if the 'wiring' is fit for purpose. She also said that if we wanted her to be our conduit then she was very happy for us to contact her.

Karen Hooper meets regularly with the Mayor, who is a Board member. JCP has a voice to the LEP through the Employment and Skills Boards across Devon and Cornwall

Agencies working with Jobcentre Plus in Torbay and Support Offered

- South Devon College Basic Skills Courses (SFA Funded) - courses to improve customer's numeracy and literacy skills
- EQUIP Training SW Ltd - Learn Direct Numeracy and literacy flexible courses working towards nationally recognised OCR qualifications
- Careers Advice Service
- Opportunity Plus South West - provision funded by the Big Lottery to inspire and motivate individuals who are experiencing difficulties returning to employment.
- Paignton Sec (Info Tech Training Centre) - SfA funded training in
 - Business Administration
 - Information Technology
 - Leadership & Management
 - Customer Service
 - Retail & Retail Operations
 - Hospitality
 - Basic Skills – English and Mathematics
- Westward Pathfinder - SfA funded training in
 - Business Administration
 - Information Technology
 - Leadership & Management
 - Customer Service
 - Retail & Retail Operations
 - Hospitality
 - Basic Skills – English and Mathematics
- Princess Trust
- JCP Support Contract (Working Links) modules in;
 - Finding and Getting a Job
 - Finding and Getting a Job for Professionals and executives
 - Jobsearch Support Centre
 - Keeping the Job
 - Launch Pad
 - Vocational training
- Work Clubs (DWP funding assistance)
 - Eat That Frog CIC - *people or disadvantaged (through age, disability including mental health and learning disability) to gain and sustain paid employment. Provision specific for young care leavers and other vulnerable groups to gain qualifications through Learning Pluss contract that the organisation holds. Advice on CV, Jobsearch and applications for jobs. Offer information and advice on training and support available to people when they move into work e.g. vocational training, support with budgeting, bank accounts etc. To offer guidance on how adult social care can offer a care package that supports gain/sustain paid employment.*
 - The Foyer Work Club (Independent Futures) - *All 16 to 24 year old JSA/ESA unemployed customers To offer impartial advice and practical support in the following*
 - Create, Develop and Update CVs
 - Applying for work

- *Job search*
 - *Interview skills and preparation*
 - *Personal Presentation*
 - **Hele's Angels** - *Work club focuses support to the 18-24 age group and provides help with CV's interview techniques, application forms, spec approaches etc.*
 - **Hele Hub CIC** –
 - *A range of free newspapers to search for jobs*
 - *Assistance with CV*
 - *Mock Interviews*
 - *Help with completing application forms*
 - *Computer and Internet access and staff available to help support attendees with their job search*
 - **'I Can Do That' (Brixham Paignton & Torquay)** - *Offering varied support, including CV's, on line applications, help with interview techniques*
 - **South Devon College Work Club at Paignton Library** - *Offering impartial advice and practical support in the following*
 - *Create, Develop and Update CVs*
 - *Applying for work*
 - *Job search*
 - *Interview skills and preparation*
 - *Personal Presentation*
- **Enterprise Clubs (DWP funding assistance)**
 - **'I Can Do That' Torquay Enterprise Club** - *The Enterprise Club will run alongside the existing Work Club providing help and advice to anyone who is in the early stages of considering self –employment. The provider will link in with other providers such as Outset Torbay*
 - **South Devon Enterprise Club (Opportunity Plus South West)** - *Through workshops which will inspire and motivate jobseekers to consider self employment as a route back to work. Provides basic start up information for individuals who may not have a business idea. The organisation will have the ability to link in with other partners in the area and will signpost appropriately.*
 - **Outset Torbay** - *Offers 1-2-1 advice and coaching, foundation workshops, introduction to enterprise workshops, Business start up workshops, continuing support and networking.*
 - **The Torch Project** - *Run by a Christian charity, the Torch Project can offer advice on a wide range of subjects, including: debt; business start up; form filling (by appointment); access to education grants. They also provide a 24hour counselling service.*
 - **New Enterprise Allowance**
 - *Open to JSA 3 months plus customers only. No early entry criteria, no fast track. Aimed at eligible customers who are looking to start up in business with an aspiration to grow their business. Support will include a business mentor both whilst setting up the business and for a further 26 weeks after trading has started. Financial support maybe available to support start up, via a loan, once business plan has been agreed and trading to commence.*
 - **Work Together**
 - **Alzheimer's Society Babbacombe & Brixham Cafés** - *As a volunteer you will be involved in a variety of activities to support the running of the Café, from supporting and encouraging people with dementia and their carers to share their experiences to helping to run social activities*
 - **Coalition of Disabled People South Devon** - *Information and advice for people living with disabilities, including counselling, budgeting, welfare rights, volunteering opportunities and an advocacy service. Can also offer help with form filling for benefits, and advise on appeals process for benefits such as ESA*

- **Mutual Aid & Self Help (MASH)** - *Charity shop offering day opportunities, mainly for people with mental health problems. Proceeds go to vulnerably housed people. Works with homeless projects in Torbay. Supplies household goods and furniture to those in need*
 - **Torbay Community and Voluntary Action** - *Anyone with an interest in volunteering in Torbay, this is an ideal opportunity to gain experience in the world of work, update your CV and support your local community*
- **Hand in Hand** - *Hand in Hand is a volunteer mentor service provided by Torbay Council to parents who may want help with their children. Mentors can support parents with difficult children, but can also mentor children who are experiencing problems such as bullying, isolation etc. They also supply an advocate service for young people, especially relating to school attendance issues*
 - **Torbay Children's Centres**
 - **Citizens Advice Bureau (CAB)** – **Torbay CAB debt advice**
 - **Torbay Depression & Anxiety Service** - *Depression and Anxiety Service, is available to anyone over the age of 18, who lives in Torbay, who has mental health barrier to work. For example, anxiety, stress, depression or panic attacks and they are not currently receiving treatment*
 - **Torbay Council Homeless Options and Housing Benefit Teams**

Karen Hooper

Jobcentre Plus karen.hooper@jobcentreplus.gsi.gov.uk

8 May 2012

Agenda Item 1c

Torbay Council Overview and Scrutiny

Review of Youth Unemployment

Careers South West

- **What is the role of your agency? What are its aims and targets? Are these being achieved?**

Careers South West aims to help people engage in learning and work through providing careers information, advice and guidance. We have a number of contracts – the 2 main contracts of relevance to youth unemployment are:

- Contract with Torbay Local Authority, mostly around helping young people who are vulnerable make a successful transition to learning and work
- We are also the prime contractor for the National Careers Service which works primarily with people aged 19 plus to provide careers information and advice.

The targets for both main contracts were met in the 2011 / 12 delivery year. The targets for the Local Authority contract were both volume targets (ie how many interviews, group sessions, employer visits etc) and outcome targets – reducing the percentage of young people aged 16-18 who are not engaged in education, employment and training (NEET) and whose status is Not Known.

The targets of the National Careers Service were around the number of advice sessions delivered to clients and the number of clients who progressed into a positive destination. In both cases targets were exceeded.

- **What is your relationship with employers?**

Careers South West works directly with employers through the Devon Education Business Partnership Contract which also covers the Torbay area. This Contract offers support to schools and colleges in finding work experience placements for pupils and other curriculum support. Careers South West also works directly with employers in finding candidates for vacancies, including apprenticeships.

- **What services do you provide to young people?**

Careers information, advice and guidance services and personal support to help with the transition from education to work and learning.

- **What initiatives are provided / funded through your organisation?**

Careers South West has a wide range of contracts including the Local Authority and NCS contracts mentioned above. We also work with the Local Authority to deliver some research projects (eg into why young people

disengage from learning) and run initiatives such as the Torbay Employers' Apprenticeship Reward Scheme which offered incentive payments to employers who took on an apprentice for the first time.

- **Have you undertaken any mapping exercise of initiatives in Torbay? Or the funding for initiatives?**

To ensure that our information, advice and guidance is current we make sure our advisers have full, in depth knowledge of the learning provision and other options that are available to young people in Torbay.

- **How sustainable are the initiatives that you provide?**

Our contract with the Local Authority is for a 2 year period with a re-contracting process after the first year. The National Careers Service Contract is for 2 years. Other initiatives and projects are short term, often one off pieces of research.

- **How well do you think your organisation integrates with others in Torbay that are providing similar services?**

Careers South West has a strong history of partnership working. Prior to the current contracts we operated the Connexions Service which required strong, in depth partnerships working with a range of agencies, supported by partnership agreements and information sharing protocols. We work very closely with the Local Authority and have individual partnership agreements with all secondary schools and colleges in the Bay.

- **How well do you work with the wider community partnership?**

See above – Careers South West also contributes to the Safeguarding Children's Board, The Teenage Pregnancy Partnership Board and a range of other community forums.

- **What is your role with the local economic partnership? How well do you think this is working?**

Careers South West is a member of the Torbay and South Devon Employment and Skills Board which feeds into the LEP. It is perhaps a little early to say how well the LEP is working but we would welcome further involvement in its development.

Colin Shorthouse
9.7.12

Agenda Item 2

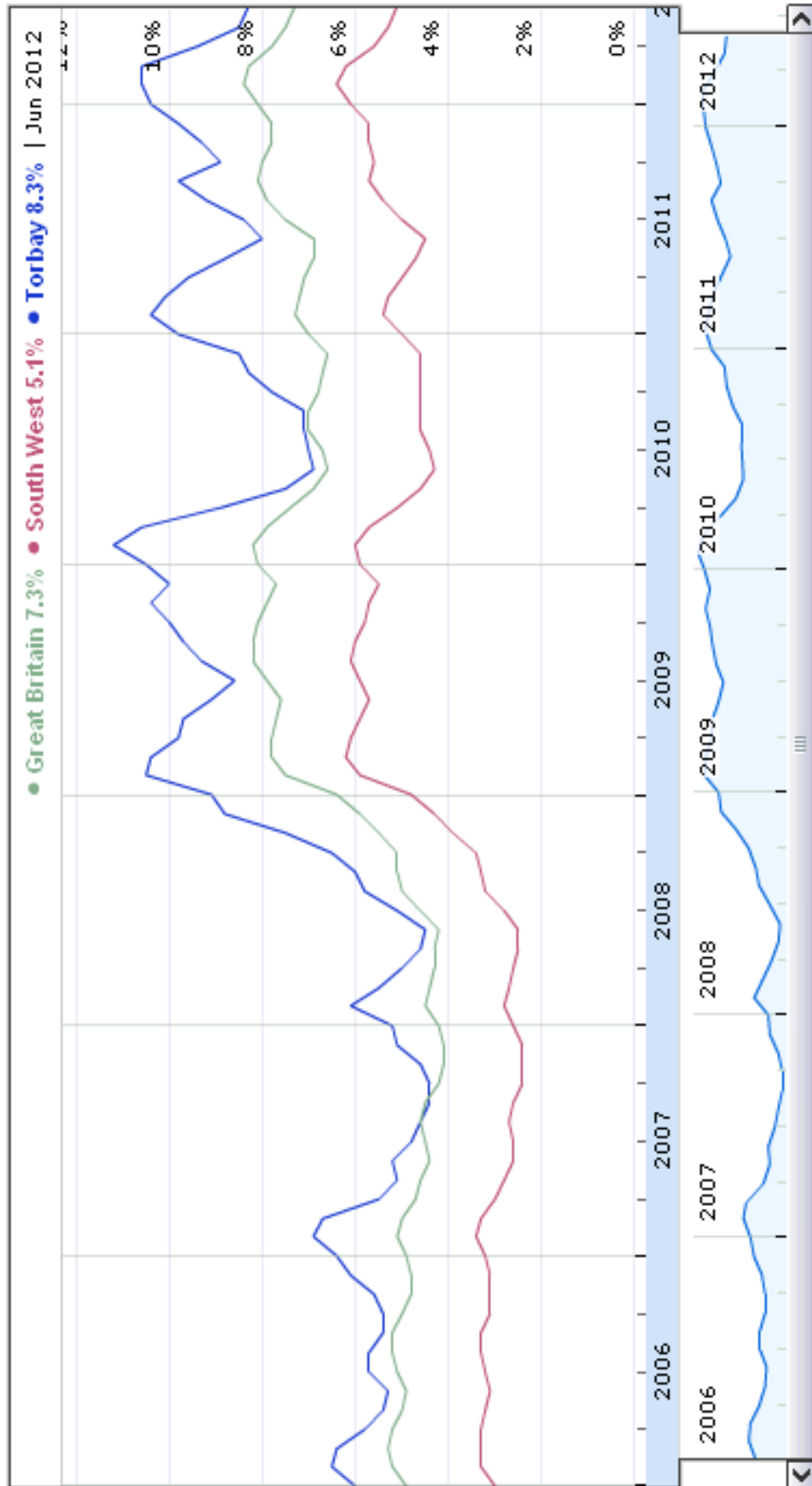
Torbay Wards 16-24 Claimant Count – July 2011 to June 2012

	July 2011	Aug 2011	Sept 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012	Feb 2012	March 2012	April 2012	May 2012	June 2012
Berry Head-with-Furzwham	45	50	50	45	50	55	65	60	60	45	45	50
Blatchcombe	75	80	85	95	95	110	115	105	100	95	95	85
Churston-with-Galmpton	5	20	25	20	20	15	15	15	15	15	15	10
Clifton-with-Maidenway	25	30	35	35	30	35	40	45	50	40	40	40
Cockington-with-Chelston	60	75	80	65	65	80	70	80	70	60	60	50
Ellacombe	90	100	105	95	95	95	105	115	120	120	100	90
Goodrington-with-Roselands	40	40	40	35	40	35	30	30	30	30	25	25
Preston	55	50	60	50	65	65	70	65	75	50	35	40
Roundham-with-Hyde	55	65	75	60	55	70	75	75	80	65	70	70
Shiphay-with-the-Willows	50	45	50	40	45	60	65	65	60	45	40	45
St Marychurch	25	25	30	25	35	40	45	45	40	30	30	30
St Mary's-with-Summercombe	90	80	85	80	80	70	80	80	80	75	70	65
Tormohun	190	225	220	205	220	210	210	235	245	225	195	200
Watcombe	65	70	65	65	65	75	70	75	75	75	65	65
Wellswood	40	40	45	40	40	35	50	50	40	45	40	35
TORBAY TOTALS	910	995	1050	955	1000	1050	1105	1140	1140	1015	925	900

Torbay Unitary Authority Top 15 Live Unfilled Vacancies by Occupation – June 2012

Occupation	Live Unfilled Vacancies
Care assistants and home carers	154
Sales related occupations n.e.c.	64
Bar staff	56
Postal workers, mail sorters, messengers, couriers	50
Sales representatives	49
Chefs, cooks	49
Collector salespersons and credit agents	48
Cleaners, domestics	46
Security guards and related occupations	44
Nurses	35
Sales and retail assistants	27
Waiters, waitresses	21
Marketing and sales managers	19
Nursing auxiliaries and assistants	15
Call centre agents/operators	15

Aged 18-24 (total) - monthly from 2006 Torbay



Cabinet Office – 20 July 2012 – New NEETS Initiative

A pioneering scheme to get NEETs (Not in Education, Employment or Training) back on their feet kicks off today with charities and businesses given the go-ahead to prove they can turn young people's lives around in exchange for cash. Funding worth up to £126m is being made available to organisations across England, who will be paid by results to get 16 and 17 year olds back into education or training.

The programme, part of the Deputy Prime Minister's Youth Contract, is the first to use payment by results to help get NEETs re-engaged. Organisations involved have had to compete for contracts by showing they are able to get young people back on track. In return for proving they are experts in the field, they will be given freedom to tailor and provide support for disadvantaged young people in the way they know best.

Today's announcement is a significant step in offering up to 55,000 struggling 16- and 17-year-olds real practical support to make the most of staying in education sustainably or getting into jobs and training.

"The Youth Contract programme is bringing together real experts with experience and a track record of supporting young people to move on to the next stage of their lives."

Organisations will receive an initial payment for taking young people on, but will only receive subsequent payments when they show progress, such as getting young people to engage with training programmes or undertake apprenticeships. The contracts on offer are worth up to £2,200 for every young person helped, with the full amount payable only if a young person is still in full-time education, training or work with training six months after re-engaging.

Today, the Government is announcing the names of the charities and businesses, with expertise in supporting young people, who have successfully bid to participate. The organisations were required to demonstrate a proven track record in getting young people into education, apprenticeships, training or work with training. Local authorities will work with successful providers to target those young people in their area who will benefit most, fitting this programme with other provision on offer locally.

Providers are required to tailor their support to suit individuals' needs. Participants will get a wide range of support and take part in projects, for example:

- Being supported to apply for education and training courses and jobs, such as through practice interviews and application-writing.
- Participation in projects focusing on a range of activities, such as skills training and improving literacy and numeracy. Intensive mentoring and personal support on areas such as personal finance, health and wellbeing.

The programme, to take place over the next three years, will focus on at least 55,000 16-17 year old NEETs with no GCSEs at A* to C, who are at the highest risk of long-term disengagement. It is intended to improve their experience and qualifications, to give them a better chance of finding work and so reduce the proportion who become unemployed in adult life.

Evidence shows that unemployment early in life can leave a permanent scar on earning potential, with the effects on careers still evident decades later. By the age of 42, someone who had frequent periods of unemployment in their teens is likely to earn 12-15 per cent less than their peers.

The cost of being NEET between the ages of 16-18 is estimated to be around £56,000 in public finance costs and £104,000 in resource costs (lost labour market potential), over the working lifetime of each person who has been NEET at this age.

Evidence suggests there are a number of wider benefits to learning, which include:

- Physical and mental health: those educated to Level 2 or below are 75 per cent more likely to be smoking at age 30 compared to a similar individual educated to degree level or higher. Increasing the qualification level of women without qualifications to Level 2 could reduce their risk of depression at age 42 by 15 per cent.
- Teenage motherhood: 47 per cent of young women who did not obtain any GCSEs in Year 11 had a child by 19, compared to 3 per cent of those achieving 5 or more GCSEs A*-C.

The scheme is part of the Youth Contract, which will support 16-24 year olds with £1bn funding over the next three years. 16-24 year old Youth Contract with £1bn over the next 3 years. It aims to lift young people out of unemployment. It is being jointly delivered by the Departments for Education, Business Innovation and Skills, and Work and Pensions. Key features include:

- cash payments to encourage employers to recruit young people
- an extra 250,000 work experience places over the next three years
- at least 20,000 extra incentive payments worth £1,500 each for employers to take on young people as apprentices
- extra support through Jobcentre Plus in the form of weekly, rather than fortnightly, signing-on meetings, more time to talk to an adviser and a National Careers Service interview

The scheme for the South-west will be delivered Prospects Training Services (Gloucester) Ltd

Prospects Training Services (Gloucester) Ltd is the primary deliverer of the programme, and does not have a formal sub-contract arrangement in place but will be delivering the Youth Contract working alongside a range of partners, such as local sports clubs, children and family centres and youth support services