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1. Name of SOA case study

East Renfrewshire Community Planning Partnership

Case Study: worker employability service. (East Renfrewshire partnership for employability services, led by East Renfrewshire Council)

2. What was the local need addressed by this SOA case study?

East Renfrewshire has the highest proportion of school leavers entering higher education (55% or 709 leavers) and the lowest proportion entering training (32 leavers or 2.5%) or employment (239 leavers or 18%). The global economic downturn may affect the numbers of young people finding employment.

Joblessness rates vary across East Renfrewshire. They tend to be higher in the Barrhead area of the authority. Benefit claim levels are higher in priority areas for regeneration – Barrhead, Neilston, Thornliebank and Mearns.

Trend analysis of recent business banking statistics provide a fuller picture of new businesses starting up. Trend analysis of recent business banking statistics (which show new businesses emerging in the local East Renfrewshire economy, but do not reflect closures) show that, over the period 2003-2008 business peaked at 504 in 2006. There was a drop during 2007 to 410. Comparision of statistics for the first quarters in 2007 and 2008 show a drop from 132 to 96. Further analysis will be required but this may be an indication of the early effects of the economic downturn.

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3. What was done – and by which partners?

It was identified through outcome focused planning that there was a need for partners to work more closely in tracking individual clients more effectively to ensure that they were offered the most relevant services. Resources were allocated from the Fairer Scotland Fund which supported the procurement of a management information system.

- Management Information system
  work*er* partnership has commissioned a single client management database to track engaged clients throughout their employability pathway. The system will also enable partner organisations to input on the client progress with a specialist service, such a substance misuse team or mental health teams. With client permission clearly recorded client information can be shared where the adviser and client agree it will be productive to their progress. The system will allow a holistic approach to moving people into economic activity and improved income so that housing, benefits, health, employment and literacy supports can be synchronized more to benefit the client.

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4. What is the evidence of the benefits for communities – or if the benefits are still to be delivered, what is the timeline for that?

SOA 2 More of our residents have the skills needed for employment

- By 2011, reduce the dependence on benefits among working age residents by keeping ILO unemployment below 3.6%.
- There will be an increase in residents with qualifications to NVQ4 and above to 50%, NVQ3 69%, NVQ2 84%, NVQ1 90% and those with other qualifications would be 5.8%. By 2011, we will also reduce the number of residents without qualifications to 6.1% which will improve employability skills of residents through training and development.
- To increase the percentage of young people leaving schools to a positive destination to 99.5% by 2011; an increase of 6.1%
- To ensure more than 76% of our working age population is in employment.

Monthly reports are collated by the work*er* employability co-ordinator to ensure the partnership is recording evidence of the benefits to the community. The monthly reporting will build up more partners' evidence month on month and identify hotspots and weaknesses in the tracking system. Development of services will be fed by the evidence of the hotspots and weaknesses.

5. What added value has the SOA process brought to the delivery of these benefits?

- Efficiency for funding - FSF.
  Partners are working together to bring about a holistic employability service there is less duplication of effort and programmes. More efficient use of staff across the partner organisation which in turn brings about a better service to our customers.
  Tracked progress between council departments and external partner organisations will bring greater beneficiary progress and so better value for money
- Efficiency for the work*er* customers
  One common registration with work*er* allows all partner organisations to share the customer information (with explicit

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permission from the client) and cuts down on duplicated effort and shared documentation such as CV's. Progress of the customer along the employability pathway can be tracked so that real progress is made even when the customer disengages with one partner and moves to work with another. Work history, training history, reoccurring issues are tracked and looked at holistically when action plans are agreed between worker advisers and the customer.
6. What next steps are you taking to meet this local need?
Stage one o The worker database is currently in the training phase with worker staff and partner organisation staff o An operational group of partner practitioners is being formed with a remit to agree how partners will contribute to reporting on SOA outcomes, referral processes between partners and service level agreements will be drawn up o The Strategic partnership will agree the broader strands of the reporting, referral and protocol agreements. Stage two Month on month partners will join the worker reporting system as service level agreement are put in place

Contact details of lead officer.	John Bergin worker Employability Co-ordinator Unit 2 Spiersbridge Business Park Thornliebank East Renfrewshire G46 8NG Tel 0141 577 4052