

ICT supporting access to employment

Can using a common database improve
employment access services?

Matthew Crighton

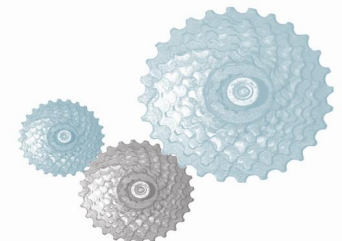
Jobs Strategy Manager, Capital City Partnership

October 2004



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Joined Up For Jobs

“Edinburgh’s Employability Agreement”

A Joint Strategy:

City of Edinburgh Council,

Jobcentre Plus,

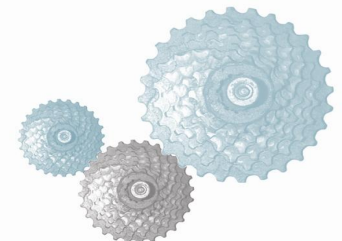
Capital City Partnership and

Scottish Enterprise, Edinburgh & Lothian



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Objectives:

*maximising the benefits of economic growth
increasing the rate of success for most
excluded groups*

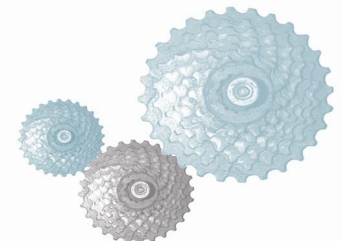
Principles:

- Demand-led
- Client-centred
- Joined-up



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

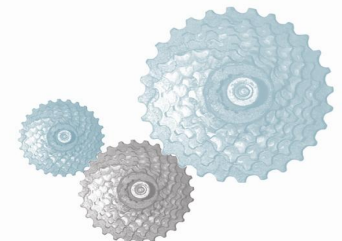
Joined Up

- Pathways from exclusion to work
- Integrated and co-ordinated provider network
- Joined-up funding – the right pattern and the right incentives
- Working Capital magazine
- SIP transition, ROA
- Development of shared database, ICT policy
- Knowledge management; directory functions



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Initial Engagement

Registered services: users of drugs, debt and homelessness advice agencies

Intermediary

Voluntary Referral
or
Referral from supporting agencies
or JobCentre Plus

Intermediary & Academy

Voluntary or Intermediary Referral
or
JobCentre Plus

Academy Training Provider

As previous

Employer and Intermediary or academy

JOB →

Basic Life Skills
Removing major barriers to employment

Basic Skills
Core Skills
Personal Effectiveness

Key Core Skills
Sector Awareness

Vocational Training
Active Support

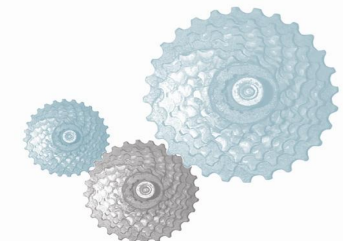
Vocational Training
Reactive Support

Service Delivery Model



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

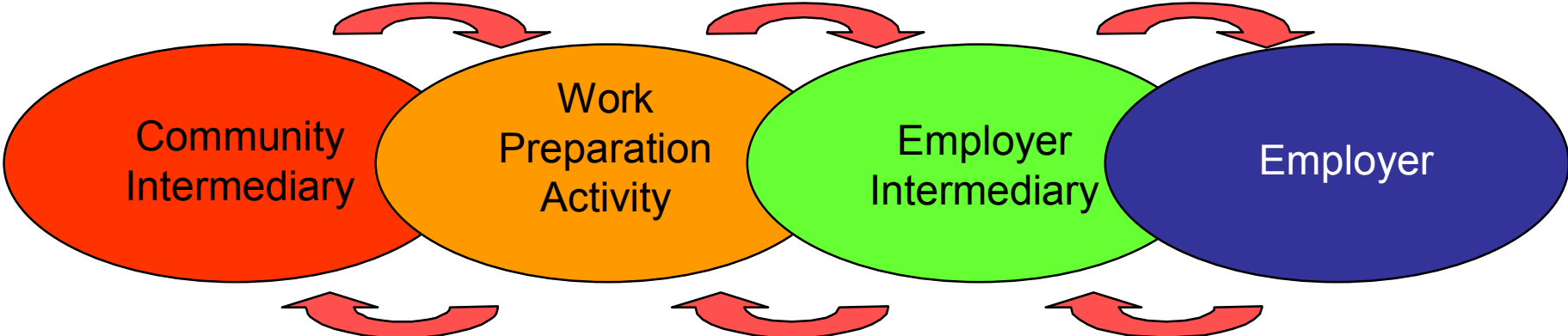
Routes To Economic Inclusion

Information
Encouragement
Help to overcome barriers

Confidence Building
Core Skills
Vocational Training

Strong Links
To The
World Of Work

Improved Job Retention



Community Capacity Building
Key Fund
Direct Grants
Social Inclusion Partnerships
Progress To Work

New Deal
SkillSeekers
Get Ready for Work
Training For Work
College Courses
Pre-Vocational Courses

Interviewing
Customised Training
Recruitment

Monitoring
In Work Training
Aftercare

EU
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs

CAPITAL CITY PARTNERSHIP
Social Justice in Edinburgh

Who a common database may help & how

The individual

Co-ordination of the most effective help
Recording and protection of information
Representation of distance travelled

The provider

Better referrals in/out
Better outcomes, shared outcomes
Better records and processes
Better information and management

The employer

More potential recruits
Better matching

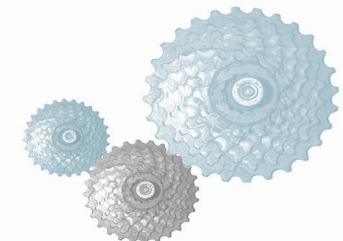
Funder/policy

Performance data – organisation and network levels
Joined-up delivery
Intelligence



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Pilot Phase 1 Software Spec. (EQUAL-funded)

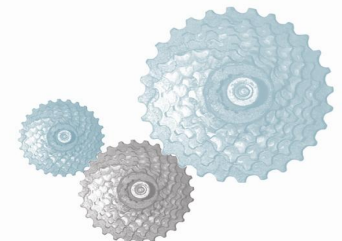
- Client records
- Employer records
- Linkages
- Matching
- Reporting
- Diary prompts

Evaluation (2003), four organisations - result:
Employment Pathways database software works



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Software for Joined-up Service Delivery

Research Specification

- current patterns of information flow
- current information needs and IT resources
- existing experience on protocols and data protection

Some Results (Nov 2004):

- Strong interest in ICT solutions
- Varying capacity and knowledge
- Referrals mostly information-light, SLAs help



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Software for Joined-up Service Delivery

Pilot Phase 2 Software Specification (Art. 6 -funded)

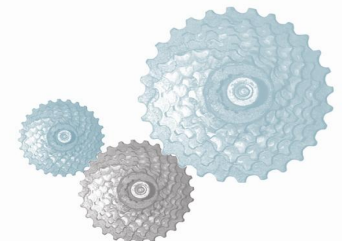
Test additional functions:

- Sharing of client information
- Distance travelled – within/across organisations
- Tracking methods
- Reporting to funders
- Gathering research and evaluation data
- Sharing employer/vacancy info for matching



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Software for Joined-up Service Delivery

Organisations in Phase 2 Pilot

Nisus Scotland/Skillnet

The Pool

Edinburgh Retail Academy

Springboard (hospitality/tourism academy)

Construction Academy

Get On (plus four providers: ECCE, Working Links,
Potential Development, Worktrack)

Employment Access South Edinburgh

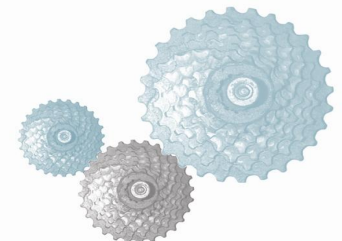
Wise Move

Steering Gp includes all JU4J partners



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Get On

Purpose: to activate the Service Delivery Model

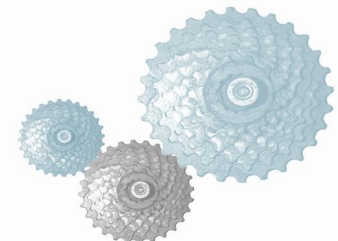
Structure:

- Outreach, assessment and referral by Get On to either
- 6 week self development programme; or other agencies
- 2 week familiarisation with academy options
- Matching to academies and other opportunities (Get On)
- 2 week sector-specific training or preparation
- Guaranteed interview
- Continuing support in work
- Support for those not successful



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Pilot 2 Interim Evaluation Report – topics:

Organisation management, client records

Monitoring and reporting

Information transfer

Tracking and Distance Travelled

Sharing of Assessments and Action Plans

Service to clients

Comparison with previous systems

Data protection issues

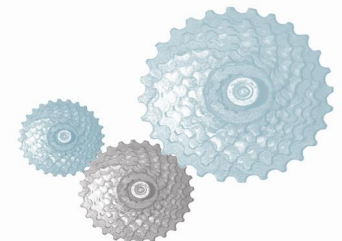
Technical problems and possible improvements

Overall view



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Pilot 2 Interim Evaluation Report – results:

The database can do all the functions tested.

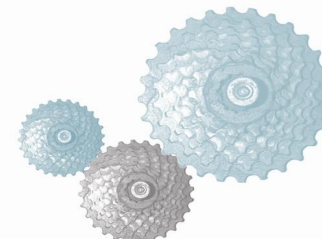
Overall the participating organisations' assessment is positive – some are enthusiastic:

“The Employment Pathway is proving to be a brilliant management information tool. Good quality management information enables EASE to continually review the effectiveness and efficiency of its internal processes and procedures, to ensure that all clients are receiving the appropriate support and training intervention in their progression towards employability. The system is very comprehensive in terms of functionality and relatively user friendly”. Lesley Musa, Project Manager, Employment Access South Edinburgh



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Pilot 2 Interim Evaluation Report – results:

Within provider organisations:

- An effective electronic tool helps client records, tracking (through prompts), reporting (e.g. on patterns of recruitment), showing distance travelled, managing the process
- EP database is flexible to fit practices of each organisation
- It can give a useful discipline; or an additional burden
- Capacity of organisations and individuals can be limiting

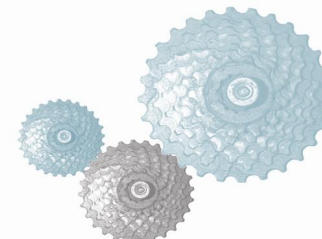
Between provider organisations:

Most of the experience was within Get On – still need time to explore these functions between other providers.



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Pilot 2 Interim Evaluation Report – issues:

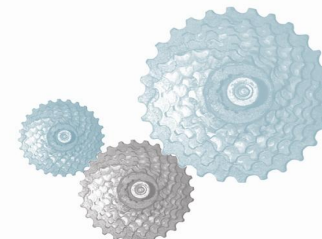
Between provider organisations (cont):

1. Transfer of records (client, vacancy and employer) can be done – but ease depends on use of identical record formats.
2. Sharing of assessments and action plans was done by Get On – requires common templates and definitions
3. Tracking is facilitated by generating prompts/messages and by the capacity to record changes – development is continuing.
4. Data Protection has to be got right but is not a real barrier; pilot is a stimulus to good and consistent practice



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

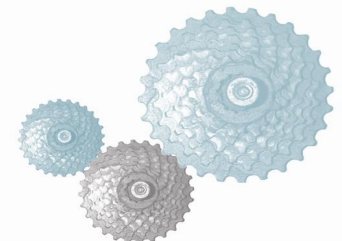
Towards a JU4J policy on ICT- objectives:

1. Improve provider organisations' effectiveness and use of ICT
2. Improve the reporting by providers to funders; and monitoring and evaluation of providers
3. Improve effectiveness of the whole network, through:
a) reducing duplication and repeat work; b) enhancing the referrals processes; c) improving tracking and sharing outcomes; d) improving matching to vacancies and placement opportunities
4. Gather data and intelligence – for example, system-wide management information; characteristics of clients; rates of progression; recruitment of target groups; effectiveness of pathways.



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

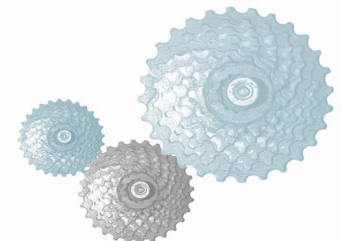
Towards a JU4J policy on ICT- issues:

1. Need for agreed protocols or agreements about relations between organisations and with clients
2. Need for core dataset and model referral agreement
3. Recognise the different needs and practices at different stages
4. Do not – impose unreasonable burdens; constrain creativity or impose conformity; violate trust with clients or DP rights – model DP/consent policy
5. Should a policy deal with process or just outcomes?
6. Should a common database be web-based or dispersed?



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh

Towards a JU4J policy on ICT- more issues:

1. Scope: for which organisations? which functions?
2. Implementation by funders.
3. Content: outcomes or process?
4. Software: recommended or required?
5. Selection of software
6. Interfaces with other databases
7. Responsibilities and liabilities
8. Resources for implementation

Mapping Employability Services

Wise Move - Funded by EQUAL and NFF

Co-ordinating employability agency in the field of homelessness

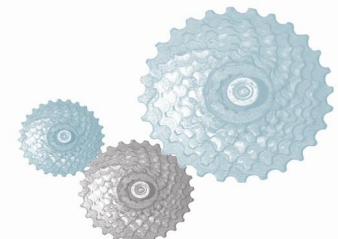
Mapping Employability within Homelessness Services in Edinburgh

- **Section 1** - soft skills
- **Section 2** - job preparation & search - getting the job or opportunity
- **Section 3** - aftercare - sustaining the job or opportunity



EUROPEAN UNION
European Social Fund
Article 6 Innovative Measures

Joined Up For Jobs



CAPITAL CITY **PARTNERSHIP**
Social Justice in Edinburgh