

EQUAL ACCESS



Welcome to the July issue of the ebulletin. This month we highlight the work of the Re:Focus Partnership. The Partnership is at an important stage in its lifetime with the 'Delivery Stage' having come to an end and, the 'Mainstreaming Stage' coming to life. This means that work is taking place to include the successful elements of each project in mainstream practice and service provision. More information on the Re:Focus funded projects, the mainstreaming work and an event to celebrate the success of the projects is included in this issue.

If you are involved in, or are aware of work taking place to help people further away from the labour market move towards and into work that you would like to include in the future please contact us.

Council Leader Celebrates Success

Councillor Stephen Purcell, Leader of Glasgow City Council, opened the RE:Focus Celebrating Success event in the City Chambers on the 26th June. He welcomed delegates and praised the breadth of employability work delivered by partners working towards the vision of full employment for the city.

Cllr. Purcell stressed how the city's buoyant economy and continued job growth is providing a unique opportunity to support a better quality of life for our citizens. He outlined the importance of access for all to these new employment opportunities. Effective partnership working, both at a strategic and operational level is key to future success. The lessons gained from the work of Equal Access partners and the RE:Focus Development partnership will be invaluable in shaping future joint service delivery. Councillor Purcell highlighted the priorities for his administration specifically improving health, education and employment opportunities for the citizens of Glasgow. He ended by underlining his determination to drive forward this agenda on behalf of the people of the City.



MEP visit

The RE:Focus Development Partnership hosted a visit by Catherine Stihler MEP and Elspeth Attwool MEP on Monday 23 July 2007. The MEP's had met members of the partnership when they presented at Employment Week in Brussels and they were very keen to come and visit some of the RE:Focus projects.

The visit was very informal and they had the opportunity to meet and spend some time with representatives from Royston Youth Action Group, WIN Project and Encouraging Diversity as well as meeting Patricia Rainey, HR Cluster Manager Marriott Hotels. This provided the MEP's the opportunity to speak to a selection of Service Users who had progressed through the services and into employment as well as getting an employers view on the challenges and rewards of recruiting from a diverse workforce.

Both MEP's are committed to the work going on in Glasgow to support people back into work. They said their visit was extremely informative and the EQUAL monies had been well used in funding such diverse programmes to support those most disadvantaged in the labour market. They will take the information from Glasgow to promote and share with their colleagues in the European Parliament.





On my way to a positive destination



My name is Aemon Melon; I have been involved in Royston Youth Action (RYA) through a community service order which I have recently completed. I made the decision to stay on as a voluntary member of the staff team at RYA.

Before I was involved with RYA I was drinking, taking drugs and getting involved in negative activities in my community. I lacked in confidence and was unsure of what I was going to do with my life; I had no ambition. Since being involved with RYA I have gained a Certificate in Food Hygiene, had the opportunity to do a cookery course and participated in outdoor activities. This has given me confidence in my abilities and has shown me that this is what I can do with my life, instead of opting to go out and buy drink or drugs.

We went away on a residential weekend where we did gorge walking, abseiling and team building activities. This was really good, the group worked well together and we made new friends; we were there for each other. Some members of the group were better at different things, so we worked together and used individual strengths to benefit the group as a unit.

All of the activities that we were involved in when we were away were better than the usual Saturday night activities of drinking and ending up in trouble. I felt great when we were coming home, I felt motivated and did not even consider going to get drink or drugs.

My head is clearer now since becoming involved with RYA, I am on my way to a positive destination. I am now able to look at my life more positively and I have never been happier. I am now employed by AMEY as a cleaner; this is a start and I will use all the skills I have gained. I have a real sense of satisfaction through working for a living! I would one day in the future like to become a youth worker full time.

Being part of RYA has made me aware that I can get involved in positive activities in my community and that I can be a positive role model for young people that are going down the same road that I went down at their age.

RE:Focus Celebrating Success

EQUAL RE:Focus Development Partnership (DP) hosted a Celebrating Success event at Glasgow City Chambers to mark the end of the round 2 project activities. With over 125 delegates in attendance it provided an excellent forum to show case the breadth of projects funded through the DP from research to new ways of delivering services.



The RE:Focus DP is one of the largest in the UK with 22 projects and 96 partner organisations supported to try out new ways of working with client, staff and employers. The focus on partnership working, although challenging, provided an excellent platform to promote a more diverse workforce in Glasgow.

The success of the projects is self evident in the outcomes achieved. They engaged with almost 1000 beneficiaries, 700 of whom were unemployed at point of contact and 51% of those had been unemployed in excess of 3years. Other successes include:

- **255 employment opportunities – 240 of those were full time employment options**
- **93 people further education or training placements**

Other areas of success have been the key pieces of research funded by the DP that have provided baseline information to build and develop future service delivery:

- **Staff Attitudinal Survey**
- **Options for Change**
- **Employer Attitude Literature Review**
- **Glasgow Homelessness: Employability & Homelessness in Glasgow: Evidence & Aspirations**
- **Accessing Employment: The Challenges Facing Deaf People**

The legacy of the RE:Focus DP will be in the lessons learned from the research and development programmes and the significant impact they have had on shaping the future service delivery within the city.

**If you would like further information on all the projects funded by RE:Focus please contact:
Liz Logan, 0141 429 2518**

Into the Mainstream

Mainstreaming success will be achieved when the work and learning of RE:Focus becomes part of service delivery.

Key findings from the Glasgow Homeless Network (GHN) report found that 68% of those surveyed wanted to work, yet employability and job aspirations were generally not discussed. As a result of this GHN in partnership with Equal Access have developed and delivered employability training for front line staff. This will be a standard part of training and should allow more homeless people to realise their employment aspirations.



Similarly the findings from the Options for Change and Front Line Staff Survey report highlighted the need for employability training within Health & Social Care. As a result the Equal Access New Connections team has developed a training programme for team leaders and trainers in Social Care. The key aims of the training are to; increase awareness of local employability services, develop relationships / connections between Care Services & Employability Services and clarify the role of Social Care staff in relation to employability. A Training Pack to provide ongoing support is also at it's the final stages.

During the life of RE:Focus the projects used the Hanlon client tracking system. As a result of the learning and further work with the partners, RE:Focus, Equal Access and the City Strategy Consortia have developed a City wide performance tool Gtrac which is now being introduced across the city.

The Encouraging Diversity project is actively working with employers to develop tools that will support the recruitment and retention of a diverse workforce. The products of this project will be mainstreamed by Glasgow Employer Coalition and Healthy Working Lives.

Reports on the learning from our thematic mainstreaming groups on Culture Change, Service User Involvement & Shared Practice are being finalised and will be published soon. We are awaiting the final evaluation from the Training and Employment Research Unit (Glasgow University) which should provide further learning to be shared.

Although the funding for RE:Focus has come to an end we will continue to work with the projects to look at how we embed the learning into service delivery and we will continue to engage with policy developers to share the lessons learned.

In work, better off: next steps to full employment

The Department for Work and Pensions (DWP) have recently published the In work, better off: next steps to full employment report. This sets out the proposals to help achieve the goal of full employment. A major part of the proposals will be the new 'job pledge' which builds on the Local Employment Partnerships announced in the 2007 budget. Other key proposals include:

- **A new social contract with lone parents which expects an eventual move into the labour market in return for the necessary personalised support**
- **A more personalised, flexible and responsive New Deal, delivering support which is right for the individual**
- **An integrated skills employment agenda**

DWP are consulting on these proposals, and want to build a consensus in support of full employment as a key aim of government policy. The consultation period is between 18th July and 31st October 2007.

You can get further information or download the report at:
<http://www.dwp.gov.uk/welfarereform/in-work-better-off/>

Options for Change

'Options for Change' ran for one year from November 2005 as a partnership between Glasgow City Council Social Work Services, Castlemilk Economic Development Agency (CEDA), The Initiative and Equal Access. An Employability Coordinator was seconded to work with Addictions and Children and Families Area Teams based within South East Community Health & Care Partnership. This project was set up primarily as action-based research designed to identify what structures, processes and mechanisms would be required to embed employability into the day-to-day working practices and service delivery of the social care groups. An additional element was to examine communications and make recommendations to improve the flow of information between service providers, users and training and employability agencies.

The findings suggested:

a) There should be active involvement from key personnel at all levels within the organisation and this has been addressed, in the SE, by the formation of a Community Health & Care Partnership (CHCP) employability advisory group, responsible for transmitting the employability agenda to staff.

b) There was a need to produce a 'Services Directory' of employability providers to distribute to staff. This has been taken on board by Equal Access and a series of Directories covering the 5 CHCP areas will be available from August.

c) It was also suggested that it would be worthwhile to consider the introduction of a 'Link/Key Worker' within each team/ care group, to work alongside staff to build their capacity and manage a small caseload of clients who indicate interest/commitment in progressing towards employment. This role now being undertaken in North and East of the city via the Scottish Executive funded Employability Workers.

d) A further suggestion was to explore the scope for introducing a small employability team within a CHCP area whose remit would be to act as the main 'link' between care teams and employability and support services. This is now being taken forward via the development of various 'bridging' services.

e) As far as processes were concerned, it was recommended that a formal, standardised referral process be implemented linked to the 5-stage employment pathway and this is now being taken forward via local planning.

f) Finally and perhaps most importantly, it was recommended that a field within the Care 1st system should be incorporated to record and extract client referral data allied to an 'Employability' element included within all client assessment forms e.g. single-shared assessment and, within all client and staff reviews.

As a direct result of these findings the recommendations were taken forward at a citywide level and have been used as the basis for developing training for social care staff. Changes have been made to the Care 1st system with new fields relating to employability. Staff from all the 5 CHCP areas have been identified as trainers who are currently in the process of cascading the packages to their colleagues. This has been delivered to several care groups including addictions and criminal justice and is being rolled out to other groups and, thereafter, to localities. This is a demonstration of significant culture change that will have a major impact on the delivery of mainstream services in the future, one of the fundamental underpinning principles of the Equal Access to Employment Strategy.

You can download a copy of the Options for Change Report at:
<http://www.easglasgow.com/research.htm>

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