

EQUAL ACCESS



e-bulletin

J U N E 2 0 0 7
E D I T I O N 6

Welcome to the 6th edition of the Equal Access ebulletin, we hope you enjoy it. In this issue we have a diverse range of articles from the Community Learning Partnership consultation, to the new Gtrac management information system being developed as part of the City Strategy. There is also an excellent case study outlining Karen's journey from unemployment to self employment.

We are undertaking a communication review and would welcome any comments you have on the structure of the ebulletin and what should be included in future editions. Address and contact details are on the last page.



Gtrac

The Gtrac system is a new performance management system developed to support the implementation of the City Strategy. A steering group of partners have driven the development of Gtrac including: Equal Access and RE-Focus, Glasgow City Council, Glasgow Community Planning Partnership, Job Centre Plus, Careers Scotland and Scottish Enterprise Glasgow. The City Strategy Consortia had identified the need to capture consistent management information about providers of employability related services in Glasgow. Gtrac captures just enough information on the events that people accessing services within these organisations undertake. Specifically this includes Activities such as service delivery, Outcomes that are achieved by individuals and Referrals to other agencies that provide other services.

For the very first time in Glasgow a common system is being rolled out to providers as a means of tracking activity, progress and performance within the employability sector. Gtrac is not intended to replace the existing Client Management systems used by providers. Gtrac offers funding agencies in Glasgow a unique insight into the make up of the client groups being assisted as well as a view on effective joint working and service delivery. The Gtrac system incorporates the concept of the employability pathway to demonstrate the achievements of delivery organisations in assisting people in their employability journey. The system will produce a robust and comprehensive data set that will support the planning and management services.

Currently in the second phase of testing Gtrac is being piloted by a select group of early adopters who have agreed to assist with this vital stage in the development process. This group comprises a mix of organisations across the various sectors in Glasgow offering employability assistance.

Beyond the current test phase, a phased roll out to other service providers within Glasgow is due to begin in July 2007.

For more information contact Stephen Connell, Re-Focus IT Manager: on behalf of the City Strategy Consortia :Stephen.connell@conkerhouse.com

Launch of West Referral Team

Those who attended the launch of the West Referral Team on May 22nd benefited from hearing an uplifting personal story from Karen Burt, a self employed local business woman. Karen's company is called Hands of Light Therapies and she delivers a range of holistic therapies and stress management to individuals and groups. She spoke positively about the support she received from the Work Development Coordinator which enabled her to gain the confidence to access the services which would help her develop her business idea and put it into practice. Karen outlined how she benefited from services working together, each playing to their strengths and taking a person centred approach to supporting her move at the pace which she was comfortable with. This provided a key message to all service planners in the audience.

The West Referral Team builds on the work of the mental health Work Development Coordinator bringing health, social work services and employability closer together and will enhance existing employability services for those furthest removed from the labour market in the West CHCP area. West Glasgow CHCP, the Mental Health Partnership and Glasgow West Regeneration Agency are showing their commitment to both partnership working and the employability agenda by jointly funding the West Referral Team.



For more information about the West Referral Team you should contact Angie Black, Equal Access Manager, 0141 949 4911.

For more information about the range of services provided by Hands of Light Therapies please contact Karen Burt on 0141 954 5330.

8th Conference of the European Union of Supported Employment



The 8th Conference was held in Belfast and welcomed 650 delegates and speakers from across the globe. The focus of the event was on 'Supported Employment Working for All' covering the themes of Good Practice, Leadership, Managing Change and Mainstreaming.

Equal Access and the Glasgow Employers Coalition were represented by Margaret Linton and Leona Seaton who presented a workshop on the "Encouraging Diversity" and "Dispelling the Myths" Projects. These projects are currently working with employers to increase their capacity to recruit and retain people from disadvantaged groups by reducing misconceptions and providing practical advice. Approximately 45 delegates attended the session. Both presenters said it was heartening to hear from colleagues in America that they're now using similar approaches to engaging with employers and asked if the Glasgow Projects would like to look at sharing future research on this subject. Delegates from Sweden and England also asked for further information on the project methodology.

For further information on all the workshops and key note speakers presented at the conference please go to: www.euseconferenc2007.org

Employability Training for Trainers

Since March 2007, Equal Access has been working with both The Glasgow Addictions Partnership and Glasgow Criminal Justice Social Work Services to deliver Employability Training to all of their staff.

The Employability Training was first developed and piloted within the Homelessness Sector. The training aims to build the capacity of health and social care staff to engage their clients in a discussion about their employment aspirations and where appropriate link them into employment services. It does so by changing attitudes, clarifying the roles and responsibilities of workers and raising awareness of the range of employment services that are available to support people along a pathway into employment.

In order to ensure the training has maximum impact on practice, a Training for Trainers approach has been used to upskill Practice Team Leaders and Senior Workers to cascade the training to their own staff. It is anticipated that by the end of the calendar year 500 Addictions workers and 250 Criminal Justice workers will have completed the Employability Training.

Equal Access will continue to support the Addictions Partnership and Criminal Justice Social Work Services to develop more effective links with employment services at a local level. For example, in the West CHCP the West Employability Referral Team is currently linked into the local Criminal Justice team and to date have received 17 referrals. Changes to practice will be further supported by the inclusion of employability elements within both Services Assessment Paperwork and their Information Recording Systems.



Building a Bridge-Promoting Health and Employability Amongst BME Communities



This project is a unique initiative providing targeted specialist training in health promotion for Glasgow's Black and Minority Ethnic (BME) communities by providing training and work experience for unemployed people and building capacity within BME community organisations. Its objectives were to improve accessibility of health services by training a core of bilingual, culturally aware 'community health facilitators' to enable engagement of BME communities with NHS Greater Glasgow and Clyde (NHSGGC), local authorities and the voluntary sector.

Fourteen unemployed people and nine community workers from African, Chinese, Indian, Iranian and Pakistani backgrounds were recruited. Independent evaluation of the project has shown that the training combined with pre-existing skills and qualifications has resulted in 78% of unemployed participants moving into employment in the community health arena within voluntary and statutory sectors.

The project has also furthered the BME health improvement agenda by building capacity and improving the communication of key health messages for local communities through BME community workers in voluntary organisations. Resources developed during the project such as a toolkit for promoting health and well-being within minority communities and a services booklet will soon be available

For an information pack or to obtain a copy of the resources please contact Farhat Khan or Beth Duffy at the WISE group (farhat_khan@thewisegroup.co.uk, beth_duffy@thewisegroup.co.uk) on 0141 303 3131 or alternatively Nuzhat Mirza from Equality and Diversity Team, NHSGGC (nuzhat.mirza@ggc.scot.nhs.uk) on 0141 201 4973.

This project has been part-funded by EQUAL through the EMPOWER development partnership and match funded by NHSGGC.



Learning is Fun

Learning is fun; it builds confidence and social networks as well as bringing new skills. All this is really important for a person's employability.

A new Community Learning Development (CLD) Strategy is being developed for 2007/10 by the Glasgow Community Learning Strategy Partnership on behalf of the Glasgow Community Planning Partnership. A questionnaire has been devised to seek views from anyone with an interest in CLD on the proposed key themes and areas for action.

The Partnership includes Glasgow City Council, Culture & Sport Glasgow, the voluntary sector, university and college sectors, the health sector and the enterprise and business community.

Community learning and development (CLD) is learning and development activities that support people to develop their skills and knowledge, and communities to organise and tackle concerns. It can include community based adult learning programmes, youth work, and community development activities.

The questionnaire is intended for participants, providers and others involved in shaping services. If required, please feel free to adapt the layout of the questionnaire to suit your own circumstances e.g. for use as a group work exercise.

Responses should be made by Thursday 12 July 2007, either electronically or by post. Comments will be used to help shape the new Strategy being developed for this autumn.

Copies of the questionnaire can be downloaded at <http://www.csglasgow.org/services/learning/InYourCommunity/CommLearningDev/>

If you would like a paper copy to be sent to you, please email communitylearningsupport@csglasgow.org or call 0141 302 2844.

There will also be an option to respond online from mid June. Further details will be available shortly.

For queries or support on any aspect of this consultation, please contact the Community Learning Support Team, (as above)

Equal Access Hello and Goodbye

There are some important changes happening within Equal Access this month. We would like to welcome four new Employability Workers who will be joining the existing teams based within the North and East of the city. We will keep you updated on the role of the Employability Workers in next month's e-bulletin.

Sadly we have to say a fond farewell to Ken Wardrop, Scottish Enterprise Glasgow and Alison Campbell, Jobcentre Plus. Both Ken and Alison have been on secondment with the Central Support Team since 2005 and provided invaluable support in the implementation of the Equal Access Strategy. Although they have both gone back to their original organisations they assure us they will still keep in touch and we will still have their ongoing support.

Equal Access Central Support Unit

Kate Still: Network Director

Ken Wardrop: Policy Coordinator

*Tom Golcher: New Connections
Manager*

*Eugene O'Donoghue: Finance
Director*

*Margaret Linton: Communications
Manager*

*Alison McCrae: Equal Access
Manager*

Kim Murphy: Equal Access Manager

*Adelphi Centre, 12 Commercial Road
Glasgow G5 0PQ*

0141 429 2518

www.equalaccessglasgow.com

RE: FOCUS Development Partnership

Liz Logan: Re: Focus Manager

lizlogan@easglasgow.com

*Joe Dowd: Re: Focus Mainstreaming
Co-ordinator*

joedowd@easglasgow.com