



## Scrutiny Committee – Supplementary Agenda

**Wednesday 11 March 2015 at 7.00 pm**

Boardrooms 3, 4 and 5 - Brent Civic Centre, Engineers  
Way, Wembley, HA9 0FJ

### Membership:

#### Members

Councillors:

A Choudry (Chair)  
Colwill (Vice-Chair)  
Allie  
Daly  
W Mitchell Murray  
Oladapo  
Shahzad  
Southwood

#### Substitute Members

Councillors:

Agha, J Mitchell Murray, Nerva, RS Patel, Ketan Sheth,  
Stopp and Thomas

Councillors:

Kansagra

#### Co-opted Members

Ms Christine Cargill  
Mr Alloysius Frederick  
Mrs Hawra Imame  
Dr J Levison  
Vacancy  
Vacancy

#### Observers

Ms J Cooper  
Mrs L Gouldbourne  
Ms C Jolinon  
Brent Youth Parliament representatives

**For further information contact:** Toby Howes, Senior Democratic Services Officer  
020 8937 1307, [toby.howes@brent.gov.uk](mailto:toby.howes@brent.gov.uk)

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**The press and public are welcome to attend this meeting**

# Supplementary Agenda

Introductions, if appropriate.

Apologies for absence and clarification of alternate members.

Item	Page
<b>7 Unemployment and Work Programme providers</b>	1 - 36


Members of the Scrutiny Committee requested information on the work programme and how this national scheme is supporting long-term unemployed Brent residents into sustainable employment. The Work Programme is commissioned at a regional level by the Department of Work and Pensions to deliver support and job brokerage to those who have been unemployed longer than two years. The report will cover the current level and trends in unemployment and the performance of the work programme in Brent in tackling long term unemployment.

**Date of the next meeting: Tuesday 31 March 2015**



- Please remember to **SWITCH OFF** your mobile phone during the meeting.
- The meeting room is accessible by lift and seats will be provided for members of the public.

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 <b>Brent</b>	<p style="text-align: center;"><b>Scrutiny Committee</b> 11 March 2015</p> <p style="text-align: center;"><b>Report from the Assistant Chief Executive</b></p>
For Action	Wards Affected: ALL
<b>Unemployment levels in Brent and the Work Programme</b>	

## 1. Introduction

- 1.1 Members of the Scrutiny Committee requested information on the work programme and how this national scheme is supporting long-term unemployed Brent residents into sustainable employment. The work programme is commissioned at a regional level by the Department of Work and Pensions (DWP) to deliver support and job brokerage to those who have been unemployed longer than two years.
- 1.2 There are three Work Programme Providers who hold contracts in Brent these are:
- Reed
  - Ingeus
  - CDG
- 1.3 All three work providers were invited to attend the Scrutiny meeting. CDG declined the invitation. The work programme providers were also requested to provide figures on the numbers of Brent residents who have secured employment as a result of the work programme. This information was not provided by two of the providers, Reed and CDG. Ingeus has provided a presentation on the service which is attached as Appendix 1 to this report.
- 1.4 Information on the performance of the work programme is published nationally by the DWP, but figures are only provided for west London, not at the level of individual boroughs or wards. Work programme providers are prevented by contractual agreements with the DWP from providing performance data at individual ward level or borough level to local authorities.

## 2. Recommendation

Members of the Scrutiny Committee are recommended to:

- 2.1 Note this report and consider any recommendations for further action.

### 3 Detailed Considerations

#### *Unemployment in Brent*

3.1 This paper provides an overview of previous and current levels of unemployment in the borough. It covers:

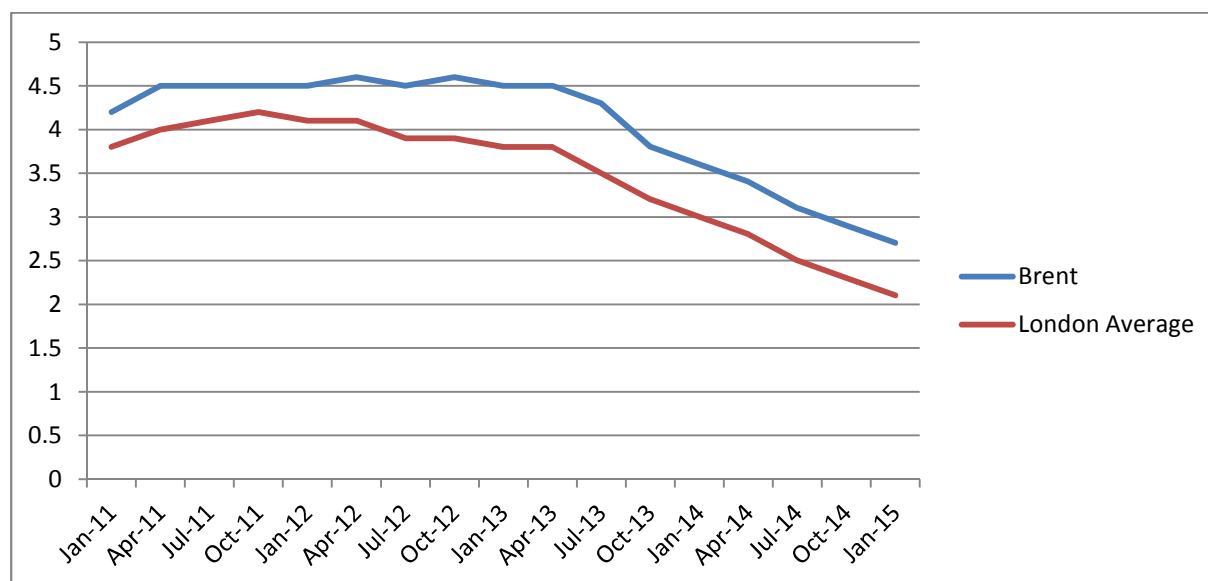
- Trends in unemployment
- Numbers of residents in receipt of benefits
- The Work Programme

3.2 This section outlines the trends in quarterly unemployment in Brent over the past three years using the number of Job Seekers allowance (JSA) claimants and Employment Support Allowance (ESA) claimants as the measurement. The purpose is to provide a picture of unemployment in the borough that can be contrasted against existing data and trends in the outcomes of the work programme. JSA is a benefit for people who are unemployed but fully capable of working. To receive JSA an individual has to show that they are looking for work. ESA is a means-tested benefit for individuals whose ability to work is limited by ill health and/or disability. There has been a steady decline in the number of people claiming JSA over the past three years to a level which now stands at 2.7% of the resident working age population. This is still slightly higher than the London average which stands at 2.1%.

Figure 1 - Quarterly JSA Claimants in Brent: January 2011 to January 2015.

<b>Quarter</b>	<b>Amount</b>	<b>Percentage</b>	<b>London Average</b>
Jan 2011	9,036	4.2	3.8
Apr 2011	9,767	4.5	4.0
Jul 2011	9,812	4.5	4.1
Oct 2011	9,781	4.5	4.2
Jan 2012	9,762	4.5	4.1
Apr 2012	9,981	4.6	4.1
Jul 2012	9,855	4.5	3.9
Oct 2012	9,980	4.6	3.9
Jan 2013	9,782	4.5	3.8
Apr 2013	9,762	4.5	3.8
Jul 2013	9,320	4.3	3.5
Oct 2013	8,341	3.8	3.2
Jan 2014	7,793	3.6	3.0
Apr 2014	7,389	3.4	2.8
Jul 2014	6,815	3.1	2.5
Oct 2014	6,348	2.9	2.3
Jan 2015	5,800	2.7	2.1

Figure 2 – Change in percentage of JSA Claimants in Brent 2011 – 2015.

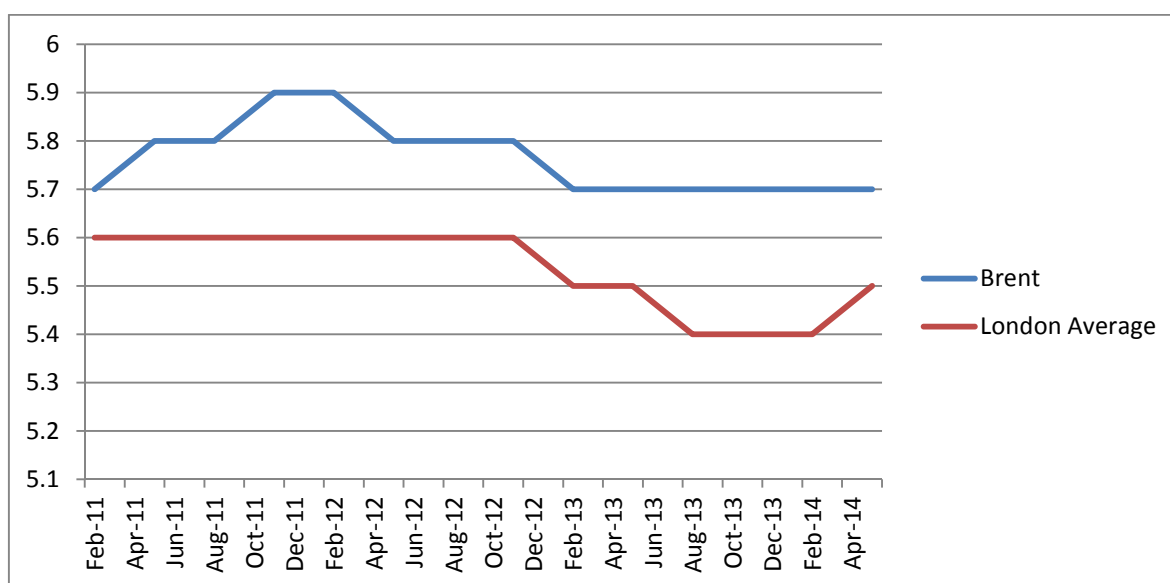


3.3 However, during the three year period to May 2014 there has been very little change in the numbers of people who are in receipt of ESA. This benefit is means-tested for individuals whose ability to work is limited by ill health and/or disability. This figure has remained steady at just over 12,000 people or 5.7% of the working age population and is a significant group with a much higher rate of long term exclusion from the labour market in comparison to JSA claimants.

Figure 3 - Quarterly ESA Claimants in Brent February 2011 to May 2014.

<b>Quarter</b>	<b>Amount</b>	<b>Percentage</b>	<b>London Average</b>
Feb 2011	12,440	5.7	5.6
May 2011	12,480	5.8	5.6
Aug 2011	12,640	5.8	5.6
Nov 2011	12,790	5.9	5.6
Feb 2012	12,790	5.9	5.6
May 2012	12,580	5.8	5.6
Aug 2012	12,620	5.8	5.6
Nov 2012	12,540	5.8	5.6
Feb 2013	12,510	5.7	5.5
May 2013	12,420	5.7	5.5
Aug 2013	12,330	5.7	5.4
Nov 2013	12,330	5.7	5.4
Feb 2014	12,340	5.7	5.4
May 2014	12,340	5.7	5.5

Figure 4 - Quarterly ESA Claimants in Brent February 2011 to May 2014.



3.4 The level of JSA and ESA claimants varies considerably across the wards in Brent, in both absolute terms and relative to ward population size. The most recent JSA figures are from January 2015, whereas the most recent ESA figures are from May 2014, the time-lag on the latter being due to a delay in the Office for National Statistics receiving the data from DWP. Wards with the highest levels of JSA claimants are Harlesden (6%), Stonebridge (5.3%), Kensal Green (4.25%), and Kilburn (3.7%) as figure five below shows.

Figure 5 - JSA claimants by ward in both absolute numbers and percentage of ward population (January 2015).

Ward	Total Number of JSA Claimants	JSA claimants as percentage of ward population size
Total	5800	2.7
Alperton	161	1.6
Barnhill	243	2.3
Brondesbury Park	175	1.9
Dollis Hill	237	2.8
Dudden Hill	334	3.1
Fryent	113	1.3
Harlesden	701	6
Kensal Green	456	4.2
Kenton	84	1.1
Kilburn	441	3.7
Mapesbury	327	2.7
Northwick Park	119	1.3
Preston	174	1.7
Queens Park	260	2.4
Queensbury	145	1.4
Stonebridge	582	5.3
Sudbury	209	2



Tokyngton	188	1.7
Welsh Harp	229	2.4
Wembley Central	233	2.1
Willesden Green	389	3.2

Figure 6 – Number of JSA claimants by ward (January 2015).

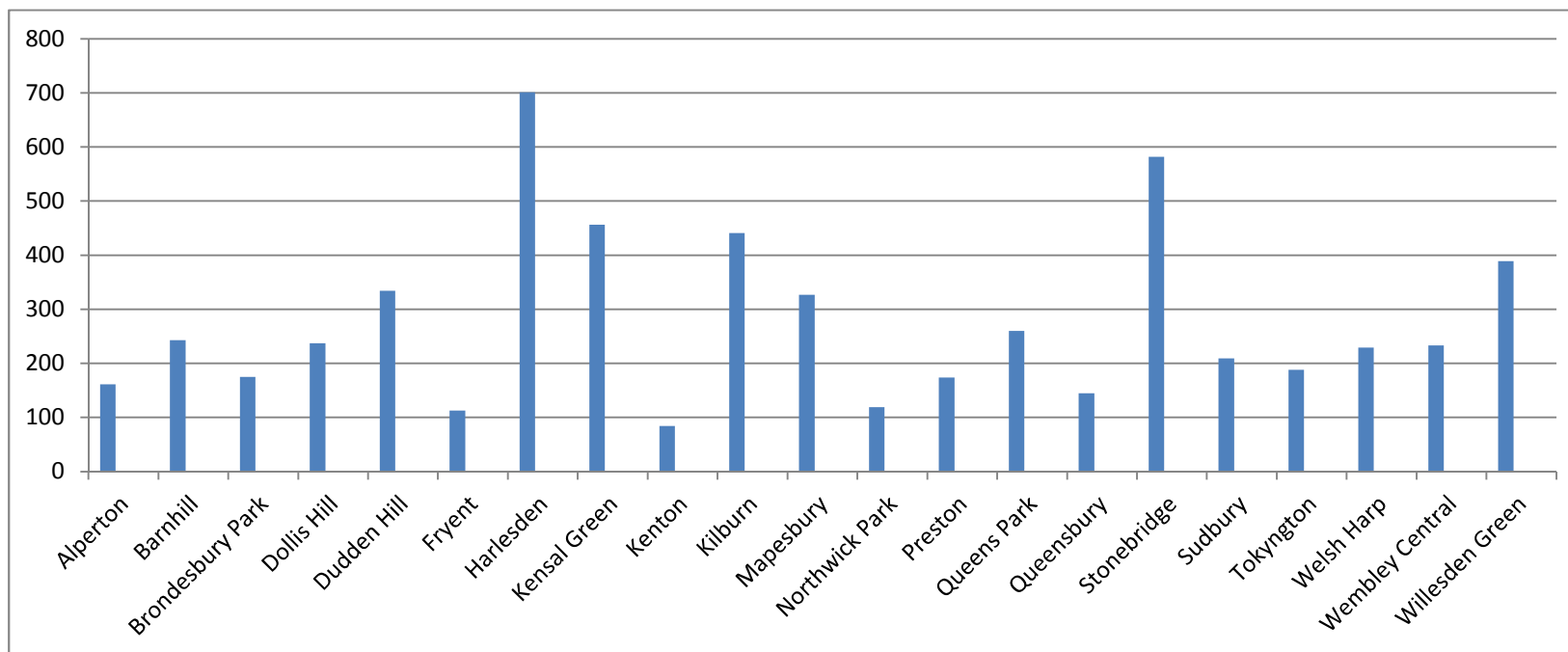


Figure 7 – Percentage of working age adults of ward population claiming JSA (January 2015).

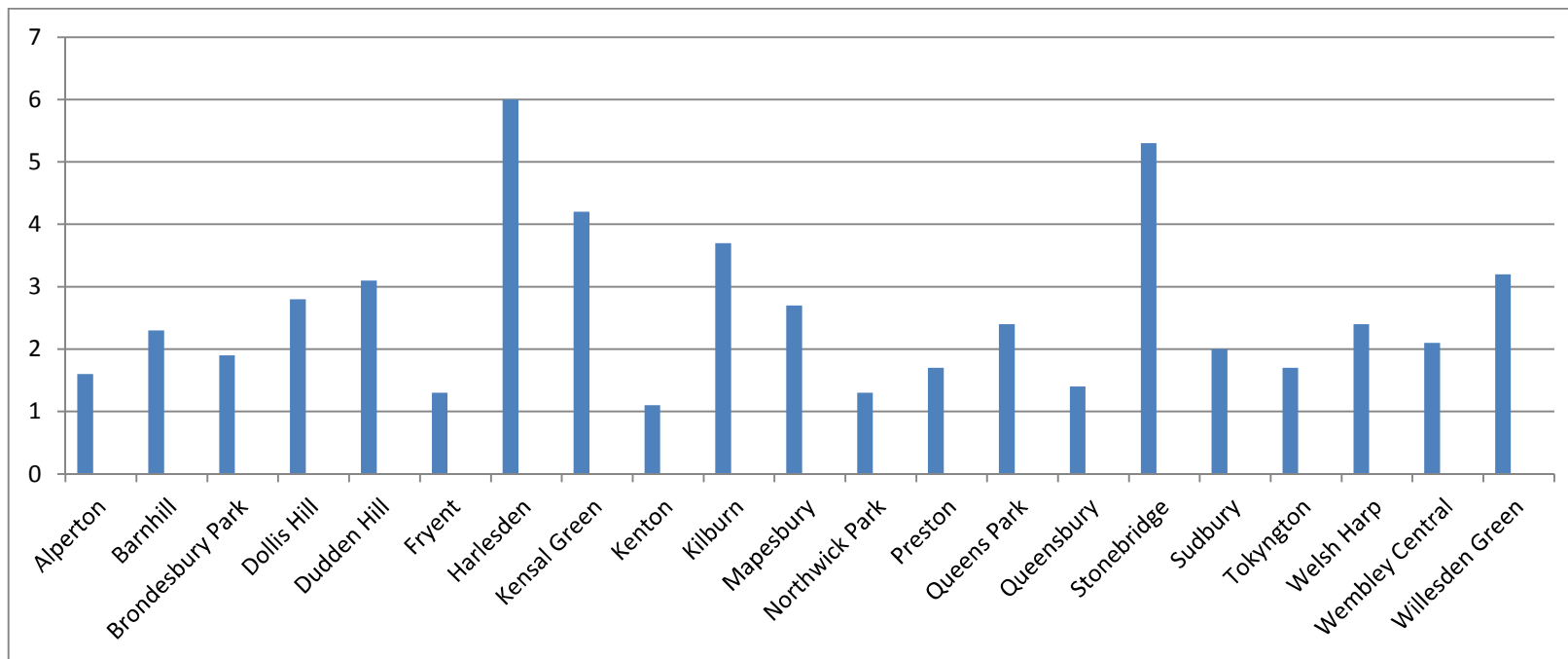
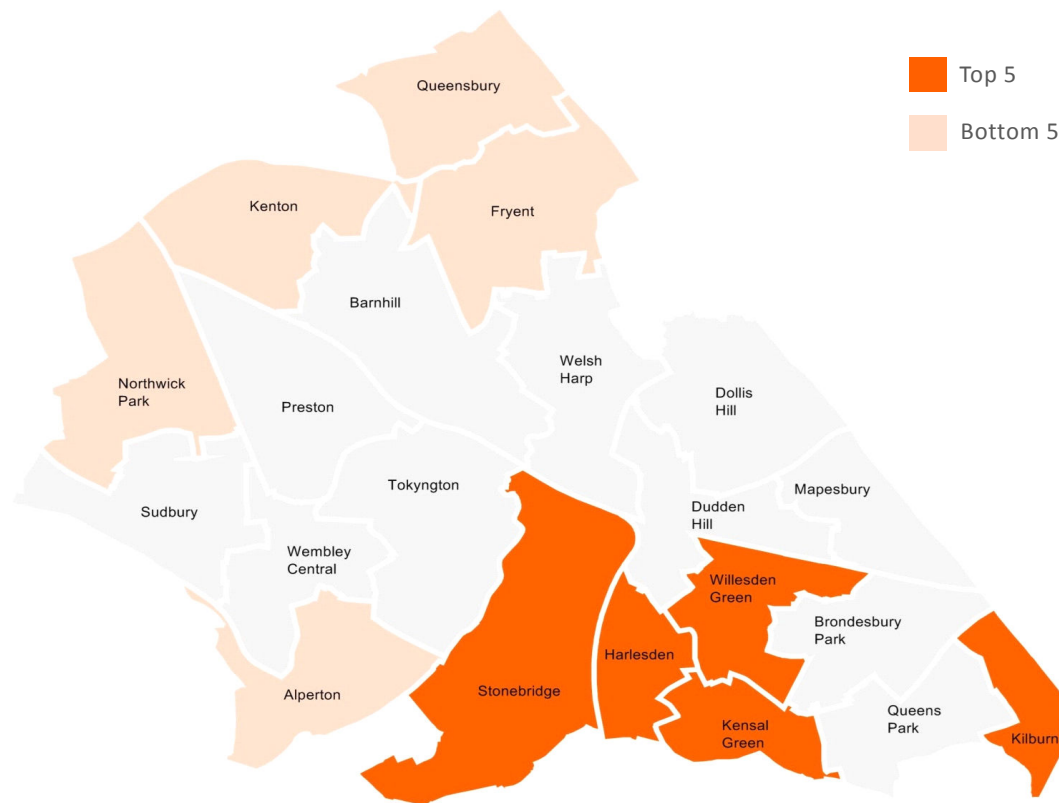


Figure 8 – Top and bottom five wards for JSA claimants as percentage of ward population size (January 2015).

### JSA Claimants by Ward



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3.5 In terms of ESA claimants, Harlesden (12.4%), Stonebridge (12.3%), Willesden Green (10.1%), Kilburn (9.7%) and Kensal Green (9.4%) report the highest levels in both absolute numbers and as a percentage of the ward population.

Figure 9 – Numbers of ESA claimants by ward May 2014.

<b>Ward</b>	<b>Number</b>	<b>Percentage</b>
Alperton	425	4.6
Barnhill	655	8.0
Brondesbury Park	460	6.1
Dollis Hill	560	7.9
Dudden Hill	600	7.4
Fryent	365	4.8
Harlesden	1,090	12.4
Kensal Green	730	9.4
Kenton	235	3.6
Kilburn	915	9.7
Mapesbury	720	8.1
Northwick Park	290	4.1
Preston	470	5.6
Queens Park	540	6.5
Queensbury	430	5.0
Stonebridge	1,055	12.3
Sudbury	485	5.6
Tokyington	445	5.6
Welsh Harp	545	7.1
Wembley Central	505	5.9
Willesden Green	800	10.1

Figure 10 - Total number of ESA claimants by ward (May 2014).

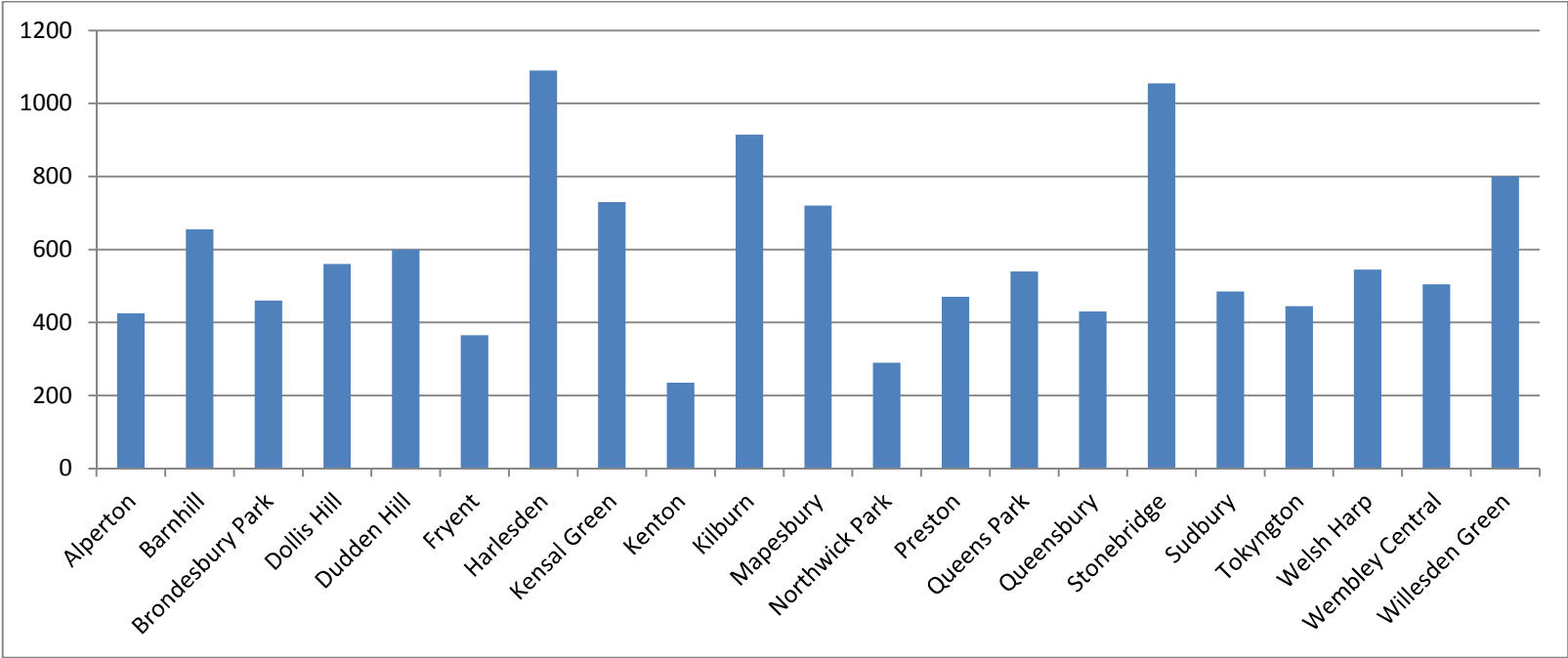


Figure 11 - Percentage of ESA claimants relative to ward population size (May 2014).

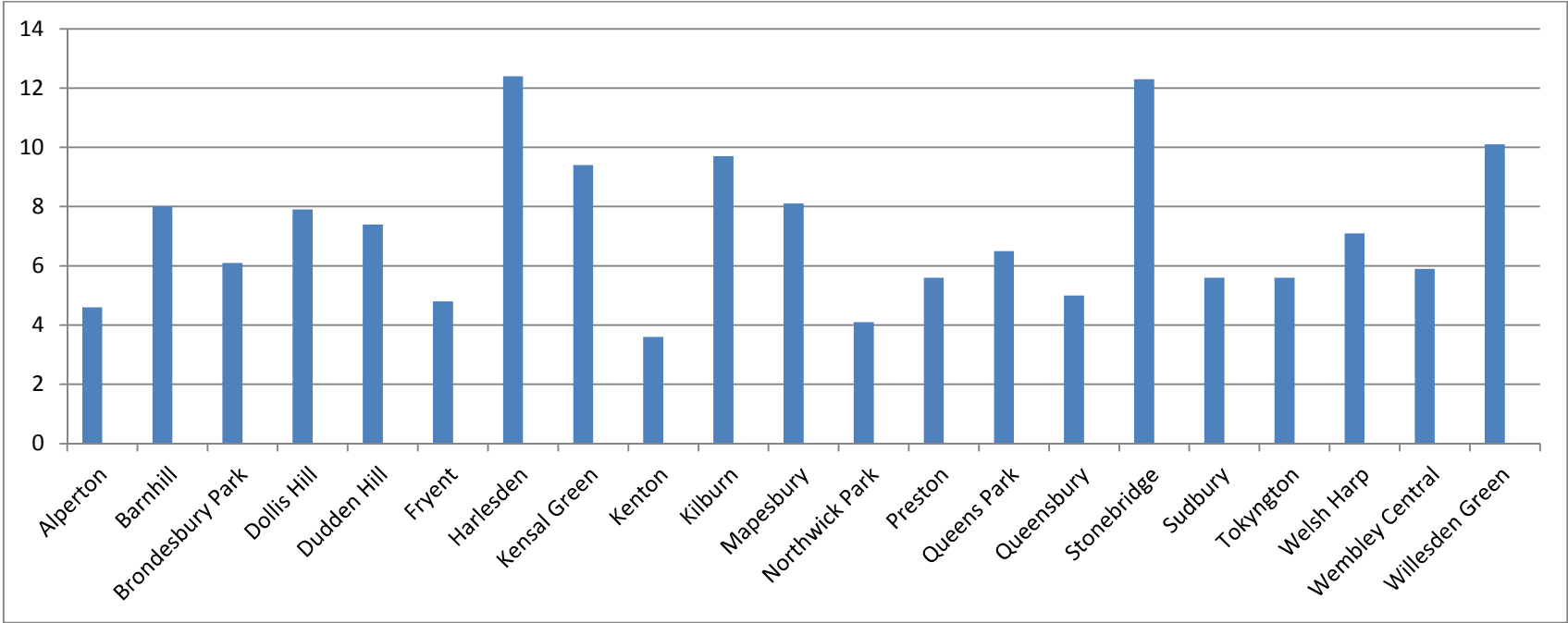
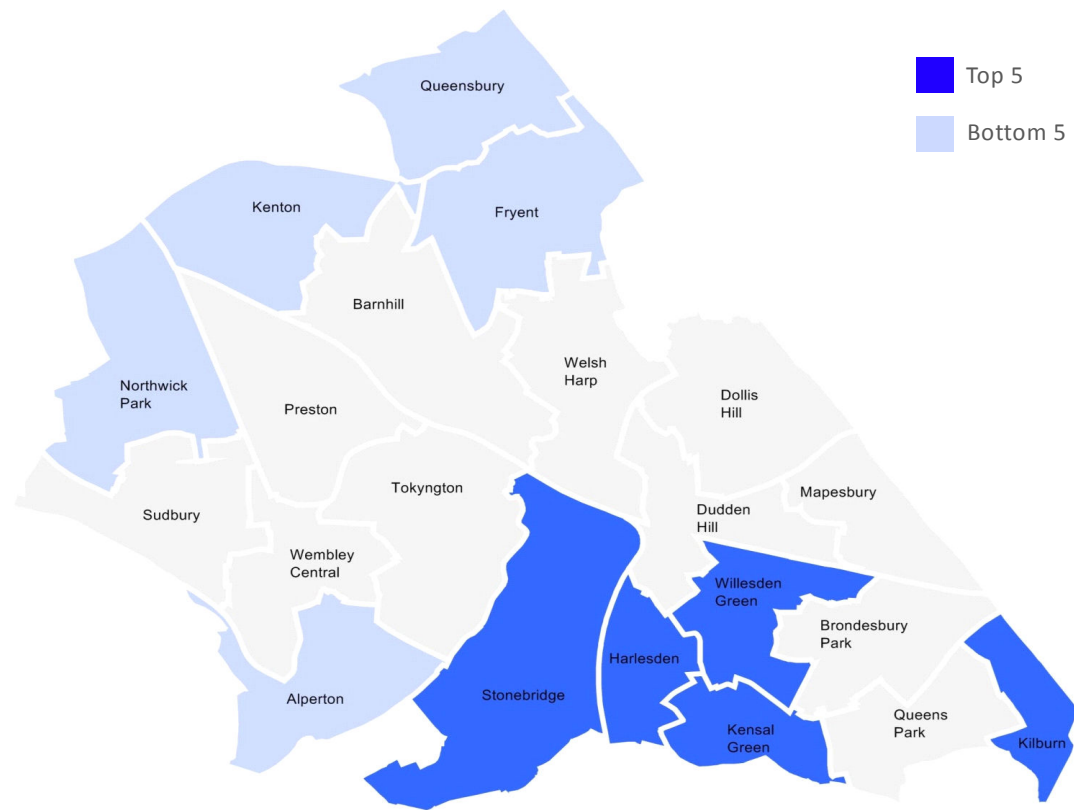


Figure 12 – Top and bottom five wards for ESA claimants as percentage of ward population size (January 2015).

### ESA Claimants by Ward



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### **Scope and Effectiveness of the Work Programme**

3.6 This section provides an overview of the scope of the work programme's operations in the borough, the demographic trends of service users, a comparison of the different providers and a breakdown of the terminology used by the DWP and programme providers. All people who come into contact with the work programme at any stage are either in receipt of Employment Support Allowance (ESA) or Job Seekers Allowance (JSA). Demographic trends of service users covered include the following:

- Age
- Ethnicity
- Gender
- Parental Status
- Disability indicator (with a breakdown of DWP terminology)
- Primary Health Condition

3.7 All figures given below are in thousands and all data is cumulative from the beginning of the programme in June 2011 to September 2014 – the latter being the most up-to-date data available. All data shown has been extracted from the DWP's cross-tabulation tool and is arranged according to the same categories used by the DWP. The data is for west London and not just for Brent. Brent-only data is not provided by the work programme due to contractual restrictions required by the DWP. Representatives of the work programme providers were requested to provide this data and will be available at the committee to provide comments.

3.8 As a comparison Brent Council's Job Brokerage service has helped approximately 550 people into work since September 2013.

### **Terminology used by the DWP for the Work Programme**

3.9 Attachments - Attachment refers to the initial engagement/point of contact between the provider and the service user (claimant) and the user being recorded on the programmes payment system. Attachment figures are provided as they serve as a useful proxy measurement for a potential 'start' by service users on the work programme.

3.10 Attachments differ from referrals insofar as referrals indicate those who are eligible claimants for the work programme. The attachment is the point at which the client engages with the provider, however, there will be a proportion of claimants who either sign off or move into work following this initial point of contact, but before the provider actively supports them into employment.

3.11 Referrals - Referrals are the second stage of the process whereby claimants are referred by Jobcentre Plus' (JCP) at a work programme interview in order to be actively supported into employment through services provided by the programme. Claimants are allocated randomly and by market share arrangements to a provider in their area.

3.12 Outcomes refer to the number of service users on the programme that were successfully helped into employment. As figure 13 below shows a total of 2,190 people across west London were supported into employment, the largest group of these are in the age range of 25 – 45 years.

3.13 As already mentioned, data is provided by the DWP for west London as a provider area as a whole, it is not provided by local authority level. West London is made up of the following boroughs; Enfield, Haringey, Barnet, Brent, Camden, Islington, City of Westminster, Kensington and Chelsea, Hammersmith and Fulham, Wandsworth, Harrow, Ealing, Hounslow, Hillingdon, Kingston-upon-Thames and Richmond-upon-Thames. As of January 2015, the total number of JSA claimants in the west London provider area was 54,478 meaning 4.01% of JSA claimants in the provider area were successfully helped into work by the programme.

Figure 13 – Work programme Attachments, Referrals and Outcomes by age in thousands – West London (June 2011 – September 2014).

	Total	18 - 24	25 - 34	35 - 44	45 - 49	50 - 54	55 - 59	60+
<b>Attachments</b>	10.27	1.57	2.21	2.58	1.53	1.32	0.89	0.18
<b>Referrals</b>	10.58	1.63	2.29	2.65	1.58	1.35	0.9	0.18
<b>Outcomes</b>	2.19	0.39	0.58	0.57	0.3	0.22	0.12	0.01

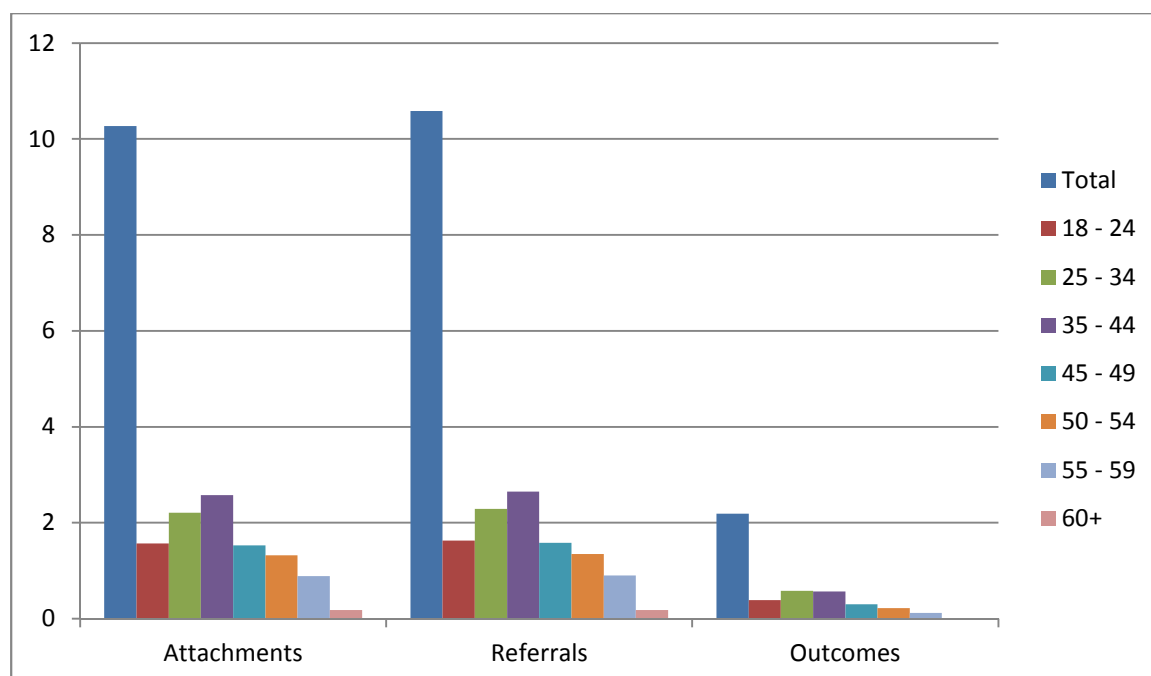
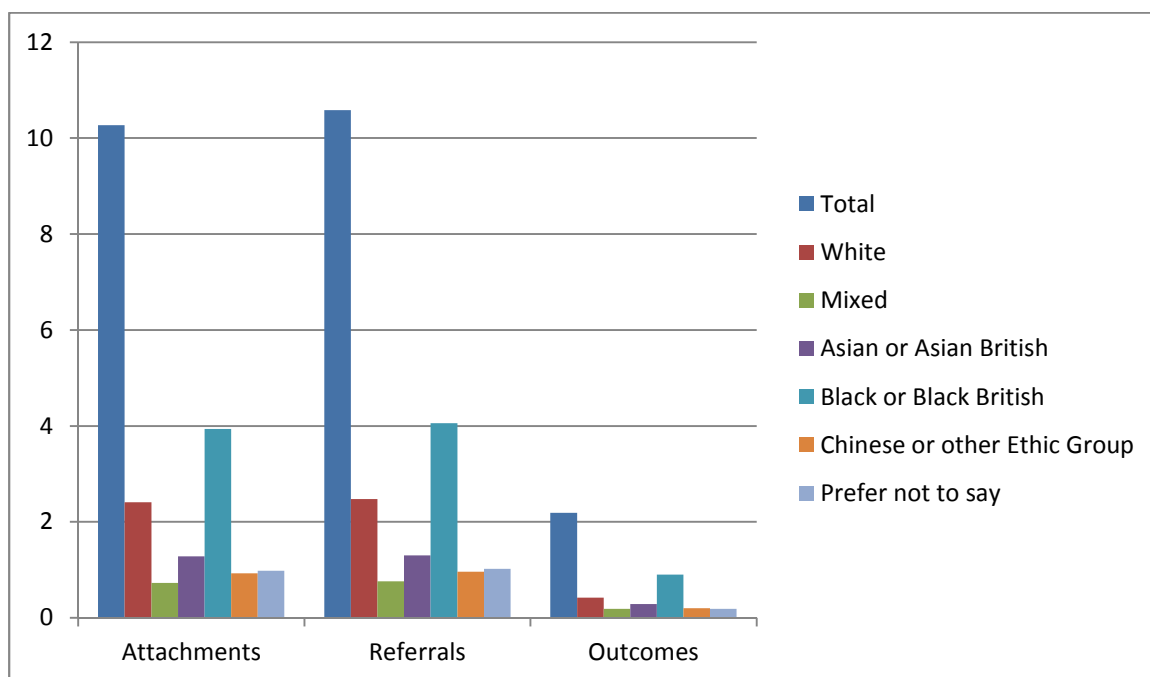


Figure 14 - Work programme Attachments, Referrals and Outcomes by ethnicity in thousands – West London (June 2011 – September 2014).

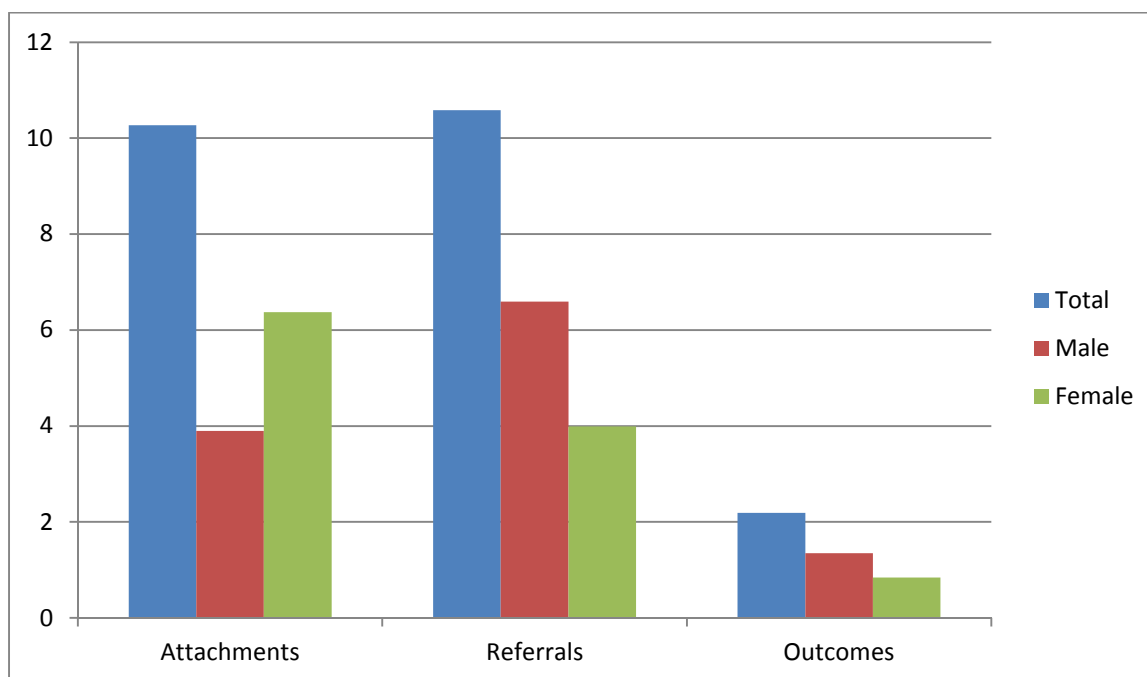
	Total	White	Mixed	Asian or Asian British	Black or Black British	Chinese or other Ethnic Group	Prefer not to say
<b>Attachments</b>	10.27	2.41	0.73	1.28	3.94	0.93	0.98
<b>Referrals</b>	10.58	2.48	0.76	1.3	4.06	0.96	1.02
<b>Outcomes</b>	2.19	0.42	0.19	0.29	0.9	0.2	0.19



3.14 As figure 14 above shows, some 2,190 individuals were helped into work by the work programme, the majority of which (900) came from the 'Black or Black British' ethnic group, with the smallest group being of mixed ethnicity (190).

Figure 15 - Work programme Attachments, Referrals and Outcomes by gender in thousands – West London (June 2011 – September 2014).

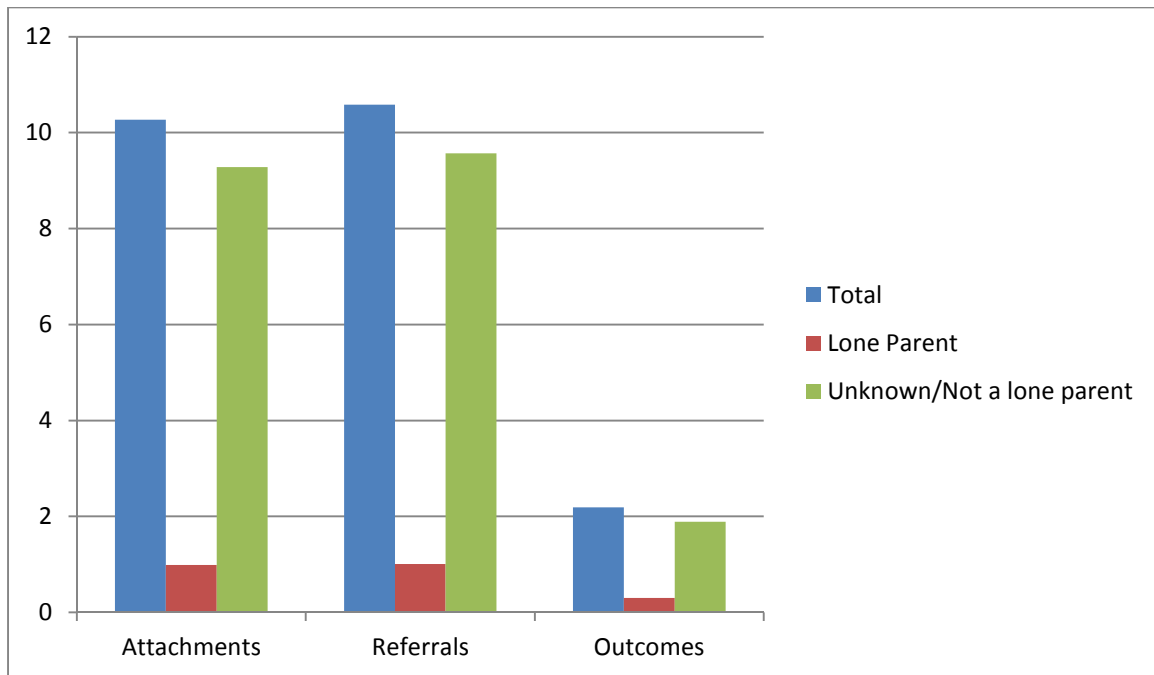
	Total	Male	Female
<b>Attachments</b>	10.27	3.9	6.37
<b>Referrals</b>	10.58	6.59	3.99
<b>Outcomes</b>	2.19	1.35	0.84



3.15 Figure 15 illustrates attachments, referrals and outcomes by gender. It shows that a larger number of women (6,370) came into initial contact with providers than men (3,900) at the attachment stage. However; a greater number of men (6,590) are then referred to a provider and subsequently helped into employment by them than were women (1,350 and 840 respectively).

Figure 16 - Work programme Attachments, Referrals and Outcomes by parental status in thousands – West London (June 2011 – September 2014).

	Total	Lone Parent	Unknown/Not a lone parent
<b>Attachments</b>	10.27	0.99	9.28
<b>Referrals</b>	10.58	1.01	9.57
<b>Outcomes</b>	2.19	0.3	1.89



3.16 Figure 16 above shows the number of attachments, referrals and outcomes by parental status, as the figures and graph above show, the unknown/not a lone parent category are overwhelmingly more engaged by programme providers.

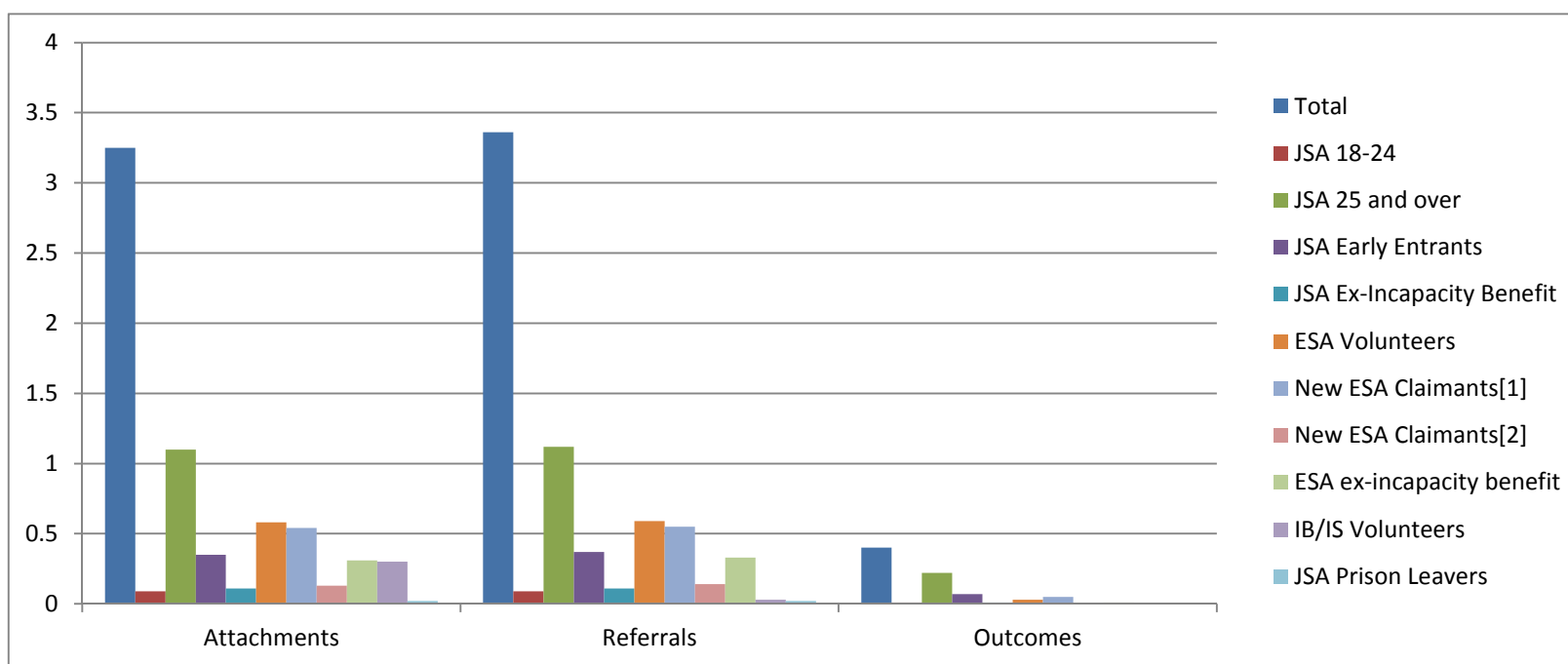
3.17 Figure 17 below shows the number of attachments, referrals and outcomes for people in the west London provider area claiming different types of disability benefit. The following is an explanation of the terminology and varying types of disability benefit for which data has been provided by the DWP:

- JSA 18 and over: referrers to JSA claimants aged from 18 - 25 that are required to undertake a Work Capability Assessment (WCA) after nine months of claiming JSA. A WCA is an assessment designed to establish whether or not an individual is deemed eligible to claim ESA.
- JSA claimants aged 25 and over: refers to JSA claimants aged 25 and over who are required to undertake a WCA following 12 months of claiming JSA.
- JSA Early Entrants: refers to claimants who are fast-tracked onto the programme usually after a period of three months, however, in special cases such as that of care leavers, it is optional to receive support from the first day of the JSA claim.
- New ESA claimants: Refers to recent ESA claimants and is broken down into two sub-categories:
  1. Twelve Month Prognosis Claimants: Claimants who have undertaken a WCA lasting for 12 months until their next one;
  2. Excluding 12 Month Prognosis Claimants: Claimants who are yet to undertake a 12 month WCA.
- JSA Ex-Incapacity Benefit Claimants: Indicates people who were previously in receipt of Incapacity Benefit but have now moved on to claiming solely JSA;
- EX IB/IS Participants: indicates claimants who were previously claiming Incapacity Benefit (IB) or Income Support (IS) and are now claiming ESA and are required to undertake a WCA after three months of claiming JSA;

- Voluntary Participants (ESA and IB/IS): Voluntary participants are not required to take part in the work programmes and their participation remains on an entirely voluntary basis;
- JSA Prison Leavers: Refers to prison leavers who are claiming JSA and are mandated for a WCA from day one of leaving prison.

Figure 17 - Work programme Attachments, Referrals and Outcomes by disability benefit claimants in thousands – West London (June 2011 – September 2014).

	Total	JSA 18-24	JSA 25 and over	JSA Early Entrants	JSA Ex-Incapacity Benefit	ESA Volunteers	New ESA Claimants <sup>1</sup>	New ESA Claimants <sup>2</sup>	ESA ex-incapacity benefit	IB/IS Volunteers	JSA Prison Leavers
<b>Attachments</b>	3.25	0.09	1.10	0.35	0.11	0.58	0.54	0.13	0.31	0.3	0.02
<b>Referrals</b>	3.36	0.09	1.12	0.37	0.11	0.59	0.55	0.14	0.33	0.03	0.02
<b>Outcomes</b>	0.40	0.01	0.22	0.07	0.01	0.03	0.05	0	0.01	0	0



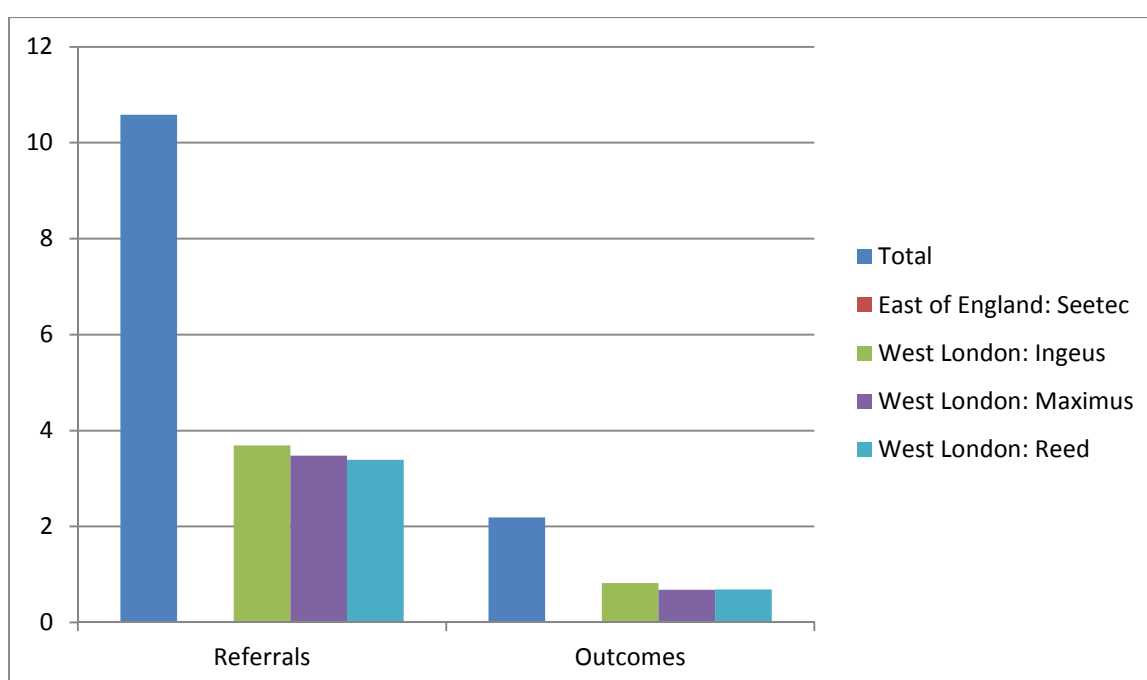
<sup>1</sup>Excluding 12 month prognosis claimants

<sup>2</sup> 12 Month prognosis claimants only

3.18 As figure 17 above shows, the work programme has helped some 400 ESA claimants into work since the beginning of the programme in June 2011. Of those helped, the largest number came from the 25 and over cohort (1,150). As a point of comparison, there were 150,150 ESA claimants in the west London provider area as of May 2014.

Figure 18 - Work programme Referrals and Outcomes by programme provider in thousands – West London (June 2011 – September 2014).

	Total	East of England: Seetec	West London: Ingeus	West London: Maximus	West London: Reed
<b>Referrals</b>	10.58	0.01	3.69	3.48	3.39
<b>Outcomes</b>	2.19	0	0.82	0.68	0.69

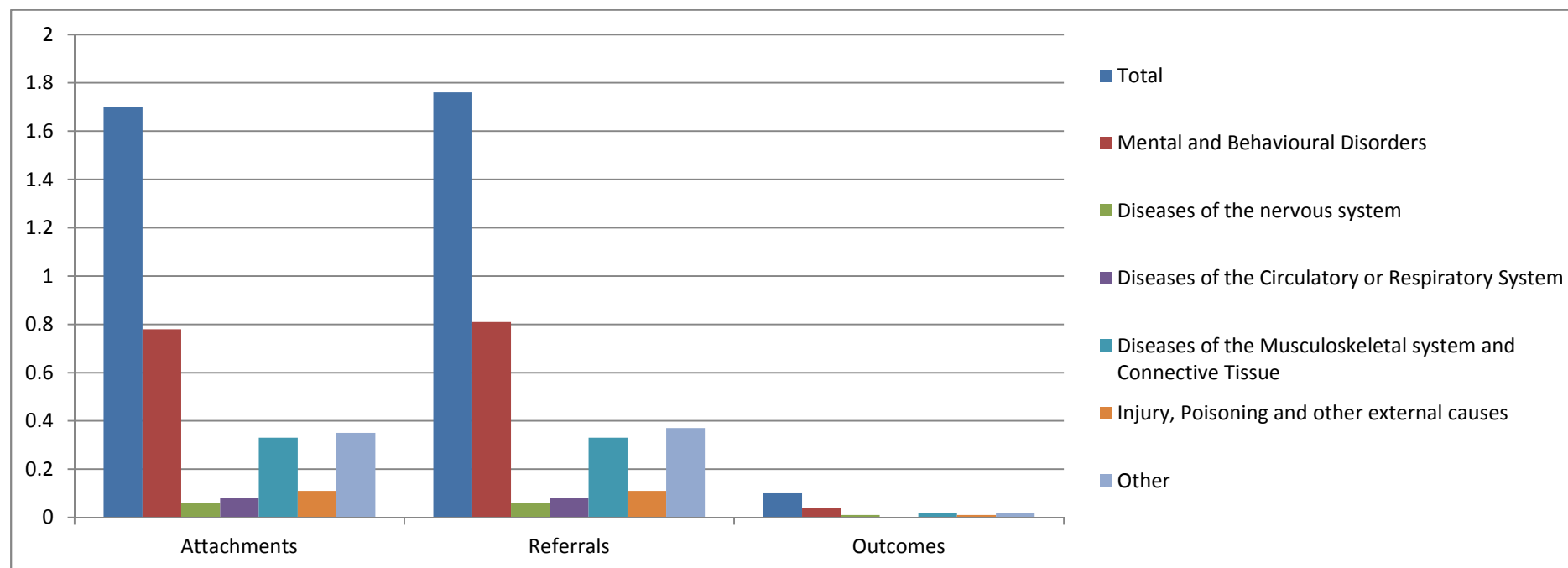


3.19 As figure 18 above shows, Ingeus has referred and helped the most service users overall in west London into work, however, with the exception of Seetec, the distribution of activity across providers is fairly evenly spread with no single provider either serving or successfully placing an exceptionally large share of service users.



Figure 19 - Work programme Referrals and Outcomes by primary health condition in thousands – West London (June 2011 – September 2014).

	Total	Mental and Behavioural Disorders	Diseases of the Nervous System	Diseases of the Circulatory or Respiratory System	Diseases of the Musculoskeletal system and Connective Tissue	Injury, Poisoning and other External Causes	Other
Attachments	1.7	0.78	0.06	0.08	0.33	0.11	0.35
Referrals	1.76	0.81	0.06	0.08	0.33	0.11	0.37
Outcomes	0.10	0.04	0.01	0	0.02	0.01	0.02



- 3.20 As figure 19 above shows, the work programme has helped 100 people with primary health conditions into work since June 2011. By a wide margin, the largest group engaged with by providers suffer from mental and behavioural disorders, with Diseases of the Musculoskeletal system and Connective Tissue and Other coming second (20).

#### **4 Conclusion**

- 4.1 The majority of JSA and ESA claimants in the borough are concentrated in the same five wards which have historically contained higher than borough-average levels of deprivation. These five wards are Kensal Green, Kilburn, Harlesden, Stonebridge and Willesden Green.
- 4.2 Quarterly JSA claimants have shown a steady and constant decline between January 2011 and January 2015. Quarterly ESA claimants peaked between December 2011 and February 2012, steadily declining until February 2013 when they plateaued, remaining constant until May 2014. However, both remained considerably above the London average throughout this time period.
- 4.3 Between June 2011 and September 2014 the work programme helped some 2,190 people into work, this being 4.01% of JSA claimants in the west London provider area. By contrast Brent's jobs brokerage service has helped approximately 550 people into work since September 2013. In the west London provider area, some 10,580 benefit claimants were referred to the programme and 2,190 were subsequently helped into work, this being 20.6% of total referrals.
- 4.4 In terms of age, the largest group helped into work came from the 25 – 45 age range which is consisted of 52.5% of claimants successfully helped into work.
- 4.5 The majority of people successfully helped into work (41.1%) came from the 'Black or Black British' ethnic group.
- 4.6 A considerably larger number of women came into initial contact with the programme at the attachment stage than did men (62%); however, significantly more men were then referred to the programme (62.2%) and subsequently helped into work (61.6%).
- 4.7 Far fewer lone parents were helped into work by providers than the unknown/not a lone parent group which made up 86.3% of those successfully helped into work.
- 4.8 The programme has helped some 400 disability benefit claimants into work between June 2011 and September 2014, this being 11.9% of the 3,360 claimants referred.
- 4.9 As a provider, Ingeus has engaged and helped the most service users in west London into work (37.4%) however, there is a fairly even spread across providers with no single one claiming and exceptionally large market share.
- 4.10 Regarding people with primary health conditions, the majority successfully helped into work by the programme suffered from mental and behavioural conditions (40%).

# Supporting Brent to create opportunities and improve lives



ingeus

# Our approach

“The Work Programme provides support, work experience and training for up to two years to help unemployed people to find and stay in work.” (DWP)

- We specialise in supporting our clients to prepare for work, to get work and to stay in work
- The journey is very individual, which is why we work with clients for two years
- We provide a tailored, multi-disciplinary approach to supporting our clients in Brent



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# Supporting a stronger community in Brent

- **Tackling unemployment**
  - Delivering employability services in Brent since 2004
  - Working with Wembley Works to fill local jobs with local people (e.g. the opening of the LDO)
  - Part of the Employment Services Provider Framework discussions
  - Skills and training: in March, 25 clients will work towards four QCF recognised qualifications (SFA funded adult skills budget, delivered by Lime Skills)
- **Working with SMEs in Brent**
  - Fully managed service for Brent businesses
  - Dedicated Employer Partnership Coordinator
- **Improving health and wellbeing**
  - In-house health professionals as well as supporting clients to access additional services from local organisations such as MIND
  - Working with Brent Council representatives to inform strategy for ESA claimants
- **Partnership working**
  - Local colleges (including Harrow College, Stanmore College, College of North West London and Ealing, Hammersmith and West London College)
  - Providers such as Serena Russo (Employability Programmes and Apprenticeships) and Community Systems (English classes), Brent Volunteer Centre

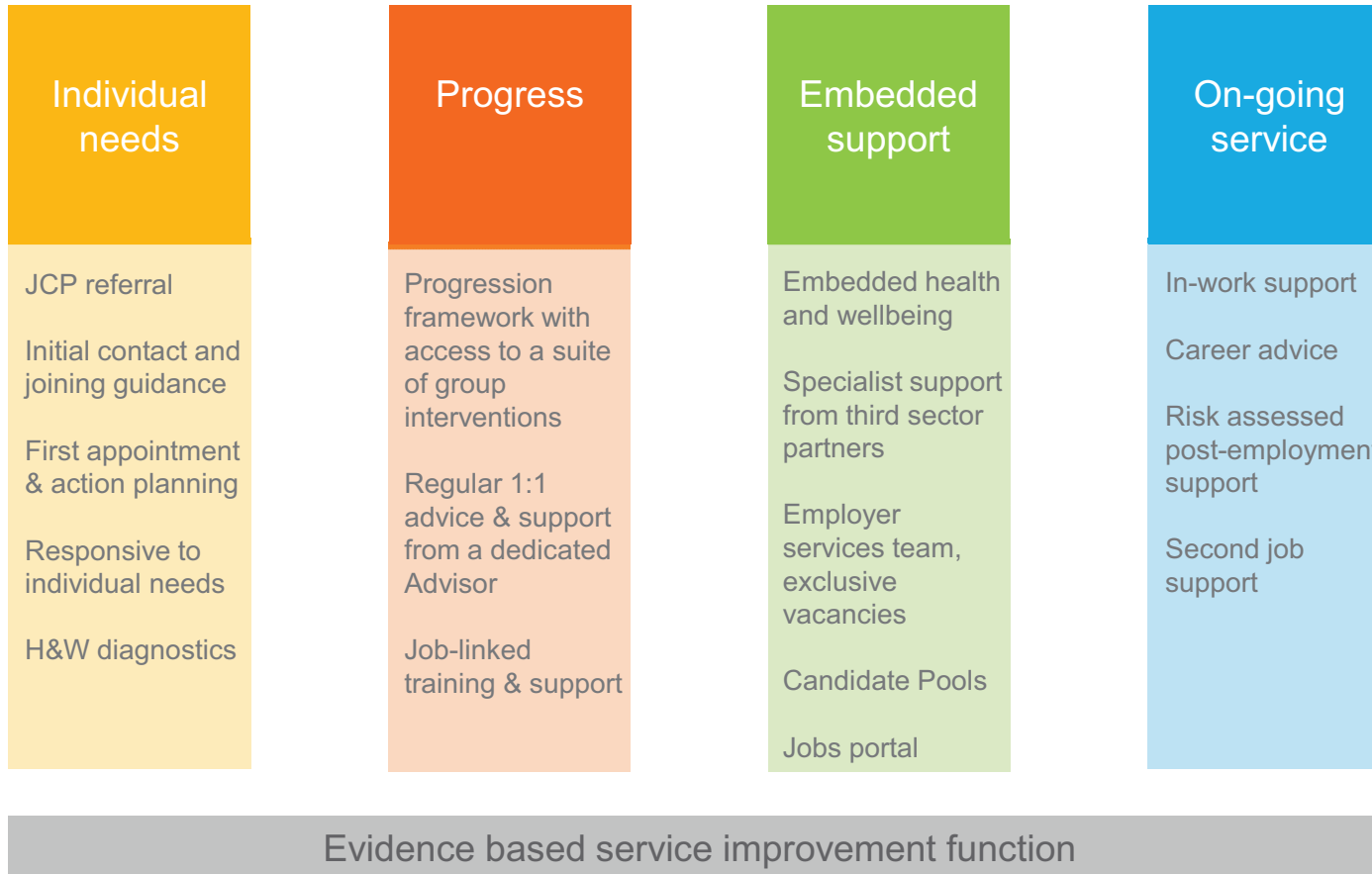
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## The Ingeus team in Brent

- Roles include: Employment Advisor, Administrator, Group Facilitator, Physical Health Advisor, Mental Health Advisor and Employer Partnership Coordinator
- We also work with delivery partners such as **Clarion**, who help us to support clients who are deaf and hard of hearing



# How our service works





## Service innovation: TKO programme

Our innovative programme, TKO (Training, Knowledge and Opportunities) is supported by former boxing world champion Glenn McCrory. It is designed and delivered by Ingeus and uses sport to help our clients develop leadership, teamwork, communication skills and self-confidence – all vital for job-hunting and employment. Participants spent time in the ring and visited local employers to see how the communication and employability skills they were learning could be applied in the workplace.



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## Our work with employers in Brent

- Supporting the recruitment needs of employers of all sizes
- Clients receive hours of industry-focussed preparation ensuring they are fully prepared for the roles Brent employers have to offer
- Tailored package of support for each employer. Their Ingeus Account Manager delivers a truly valuable service to employers
- Candidate Pools mean that clients are prepared and ready to start work in industry-specific roles
- In-work support, supporting candidates for months to come, helping them to succeed and flourish

Commercial Recruitment

To advertise call 020 79 38 38 38

# ES Jobs

## Finding work for the lost generation

Youth joblessness rates are stubbornly high across the UK, so what action is being taken to tackle the persistent NEET problem? **Niki Chesworth** looks at the schemes that are on offer



Having a ball (left to right) Gaurabho general manager Deborah Jones with apprentice Stacy Bowden and Lauren Bailey of Ingeus

**A**LTHOUGH the number of so-called NEETs – those not in education, employment or training – is finally falling, the British Chambers of Commerce warns that this level is still “unacceptably high” and is urging the Chancellor to introduce incentives to encourage businesses to hire young people so that the next generation of workers are “not left behind”. However, there are already schemes to help young people. So why are they not working more successfully? The Work Programme, just one in six of those who have “spent sufficient time out” of the flagship Work Programme, launched in June 2011, have got a long-term job. So while more than 1.4 million have been referred to the Work Programme, and latest statistics show that one million are currently on the programme, only 22,000 claimants have stayed in sustainable employment for two years, although 10 times as many, 219,000, have managed to complete 104 weeks on the scheme. The Youth Contract: The £2.25 wage incentive for employers hiring an 18 to 24-year-old who had been unemployed for more than six months has also had a limited take-up. Rather than rushing to take up the incentive – which will fund 60,000 young people into work – after a year, only 4,960 payments had been made, with this now rising to just over 10,000. While the Department for Work and Pensions says 65,000 have been helped to find work by the scheme, this is still a fraction of the 900,000 young people out of work. Apprenticeships: These have helped for more, with 1.6 million apprenticeships created since 2010 and the number of apprenticeship vacancies increasing by 24 per cent last year. This is one of the most successful routes to

### I THOUGHT I'D NEVER GET A

**APPRENTICE** STACY Bowden, 24, from Fulham, was out of work for a year after leaving college with a childcare qualification, but after joining the Work Programme got a role as an apprentice at play centre Gairloch in Chelsea. “You one day is the same as work, it is always busy and the team is great,” she says. “Before Ingeus helped me prepare for interviews and put me forward for the apprenticeship, I thought I would never get a job, but now I am doing what I have always dreamed of.”

General manager Deborah Jones, said: “Research at work and say offer jobs new help and conf shown in the WORK PLAC LIKE many, underp ahead Katherine Kirk

employment. As it usually guarantees a job as well as training. Internships: Even more young people use internships and work placements to boost their employability – in fact, many employers will not consider hiring graduates unless they have some sort of work experience. However, once again, there are flaws with the system. Although employers are required by law to pay the national minimum wage, many are getting around this requirement by advertising internships as volunteering or work experience, according to Stephen Knight, chairman

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COMMERCIAL RECRUITMENT

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# ES Jobs

## How to get to the top in your work...

Start at the bottom. It may seem obvious but you have to learn the basics, writes **Niki Chesworth**

**W**HILE most of us know that you need to get to the top in your work, it is not always clear how to do it. The answer, says Niki Chesworth, is to start at the bottom. “It may seem obvious but you have to learn the basics,” she writes. “Research at work and say offer jobs new help and conf shown in the WORK PLAC LIKE many, underp ahead Katherine Kirk



Employment solutions: Pouloukka, who works at SimplyHired, believes young people need the right kind of career advice

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## ‘Employment specialist has given me direction again’

A MAN with cerebral palsy has finally moved into the world of work after help from an employment specialist. Joshua Dennis, 29, of Ealing, has just become a consultation officer in TfL’s surface strategy and planning department with the support of Ingeus. Mr Dennis, a wheelchair user and self-confessed ‘transport geek’, was

unemployed for two years despite having an array of qualifications including a degree in politics and international relations. He said: “It was very disheartening being unemployed for so long, but my lack of relevant work experience meant I was often overlooked. “Ingeus gave me direction and the practical skills to sell myself to employers.”

As a leading provider of the government’s Work Programme, Ingeus provides tailored support to unemployed jobseekers giving them the skills, confidence and motivation they need to find work. The 29-year-old added: “I’m still in regular contact with Ingeus. It’s great to have someone you trust to turn to.”



SKILLS: Joshua Dennis



## New recruits are quids in at Poundworld



### Ingeus case study

“It is so difficult for young people to find work, but you must never give up hope or stop trying.”

## Construction partners build solid future



ingenus

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# Supporting our clients with long term health conditions

- Clients with health conditions can have complex barriers that take time to overcome. Our Brent clients are coping with a range of conditions from from Asperger's, bi-polar, depression, back and leg problems, diabetes, epilepsy, IBS, Multiple Sclerosis, post traumatic stress disorder and heart disease
- A client's journey with us is not limited to 1-2-1 support; each client has access to a range of services that are right for them
- 1-2-1 appointments, signposting and workshops including **Assertiveness, Confidence and Stress Management**
- Working with Brent Council representatives to inform strategy for ESA claimants



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## Supporting our clients once they have started to work



ingeus

For up to two years after our clients have started work we can provide:

- Help with applying for in-work benefits
- Advice on dealing with work-related issues
- Help with finding suitable childcare
- Advice on managing expenses and taxes
- Advice on how to progress and develop
- Help with finding appropriate training
- Expert careers advice
- Continued access to our exclusive list of job vacancies

We believe work is the key to being successful in life and we want to help our clients to go as far as possible in realising their goals



After one year, c.90% of people will stop claiming JSA before referral to WP



ingeus

- Helped 820 long term unemployed clients in Brent into sustained work – up to September 2014
- 140 18-24 year old residents

ingeus

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# Messages from the front-line

**What opportunities are there to work together to help long term unemployed clients back into work?**

- ESOL needs – help clients with language needs move forward
- Holistic approach to health conditions – health and wellbeing support services
- Brent jobs for Brent residents
- Up-skilling residents to meet the needs of the growing labour market

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# Thank you

Open invitation for members of the Committee to visit our sites to meet our employees and our clients

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