

Supporting Brent to create opportunities and improve lives



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



Supporting a stronger community in Brent

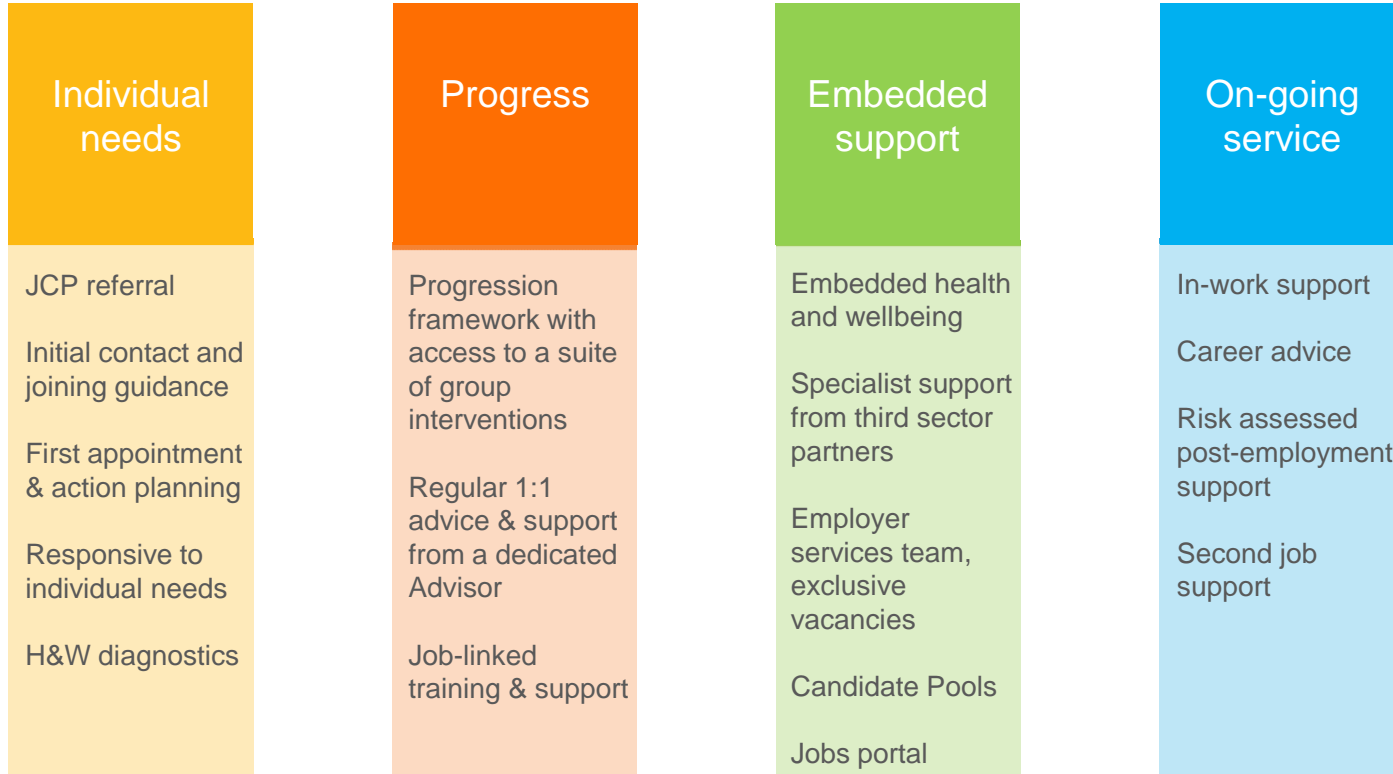
- **Tackling unemployment**
 - Delivering employability services in Brent since 2004
 - Working with Wembley Works to fill local jobs with local people (e.g. the opening of the LDO)
 - Part of the Employment Services Provider Framework discussions
 - Skills and training: in March, 25 clients will work 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

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



Evidence based service improvement function



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.

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

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

ALTHOUGH 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” on the flagship Work Programme, launched in June 2011, have got a long-term job. So while more than 14 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 has been unemployed for more than six months has also had a limited take-up. Rather than rushing to fulfil its objective – which will fund 160,000 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 far 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



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

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 Gambado in Chelsea. “This job 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, with apprentice Stacy Bowden and Lauren Bailey of Ingeus

of the economy. Greater London is losing out because of its high unemployment rate. “Research at Ingeus still being done work up more,” he says. “Unpaid internships are only way into the industry.”

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PERSONAL FINANCE | 10 SEPTEMBER 2013

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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**

WE all know that Lord Sugar started as a poor boy working at a grocery when he was at school and did not do well. He then went on to become a successful entrepreneur. The reason why Lord Sugar succeeded was that he started at the bottom. He did not get the opportunity of making an easy-level risk, or to not start this job. He started at the bottom. He did not get the opportunity of making an easy-level risk, or to not start this job. He started at the bottom. He did not get the opportunity of making an easy-level risk, or to not start this job.



Employment solutions: Ingeus, a leading provider of government's Work Programme, Ingeus provides tailored support to unemployed jobseekers giving them the skills, confidence and motivation they need to find work.

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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 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

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



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

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

Thank you

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

Lucy Carmichael – Operations Manager

lcarmichael@ingeus.co.uk

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