Supporting Brent to create opportunities and improve lives

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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

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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



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How our service works

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Individual needs	Progress	Embedded support	On-going service
JCP referral	Progression	Embedded health	In-work support
Initial contact and	framework with access to a suite	and wellbeing	Career advice
joining guidance	of group	Specialist support	
	interventions	from third sector	Risk assessed
First appointment		partners	post-employment
& action planning	Regular 1:1		support
D	advice & support	Employer	0
Responsive to	from a dedicated	services team,	Second job
individual needs	Advisor	exclusive vacancies	support
H&W diagnostics	Job-linked	vacancies	
	training & support	Candidate Pools	
		Jobs portal	

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

Commercial Recruitment

To advertise call 020 79 38 38 38

Finding work for the lost generation

Youth ioblessness 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

LTHOUGH the number of so-called NEETS - those not in education, employment or training - is finally falling. the British Chambers of ommerce 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: lust one in

six of those who have "spent sufficient time on" the flagship Work Programme. conched in lone 200, howe not 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 corramme, only 22,000 claimants have staved 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 £2,275 wage incentive for employers biring 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 take up the incentive - which will hand 160,000 young people into work a job as well as training. after a year, only 4,960 payments had Internships: Even more young people een made, with this now rising to just over 10,000. While the Department for to boost their employability - in fact, Work and Pensions says 65,000 have many employers will not consider hirbeen helped to find work by the ing graduates unless they have some wheme, this is still a fraction of the

900.000 young people out of work. Apprenticeships: These have helped Although employers are required by far more, with 1.6 million apprenticelaw to pay the national minimum wage ships created since 2000 and the many are getting around this requirenumber of apprenticeship vacancies ment by advertising internships as increasing by 24 per cent last year. This volunteering or work experience, one of the most successful routes to according to Stephen Knight, chairman



Goft to right) Gamhado general manag Deborah Jones with apprentic Stacey Bowder and Lauren Bailey of Ingeus EVENING STANDARD THEIDSTURY 24 SEPTEMBER 201

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I THOUGHT I'D NEVER GET A

APPRENTICE STACEY Bowden, 24, from Fulham, was Chalses, Deb out of work for a year after leaving Lauren Bailes college with a childcare qualification employer ser but after joining the Work Programme offer unemph got a role as an apprentice at play the chance to entre Gambado in Chekea. work and save No one day is the same at work, it often just ner s always busy and the team is great," help and conf she says. "Before ingeus helped me shown in the prepare for interviews and put me. integration the apprenticeshin. I WORK PLAC thought I would never get a lob. But LIKE many now I am doing what I have always dreamed of?

undentradua Katherine Eb employment, as it usually guarantees of the econd Greater Londo be meeting ne use internships and work placements issue of unpair "Research sh are still being can work unn sort of work emerience. However, once more," he says again, there are flaws with the system. *Unnaid intr

only way into tics or fashion. will be a divide shops, summer jobs in shops and the other roles that enabled previous gen-erations to learn about the discipline afford unpeid have parents - and those w

re often no longer available to young conie, particularly as many older specienced workers are looking mine's first into

"It was during the Norman Tebbit Get on your bikz' era and I was looking or a summer job, so I did lost that on," ne says. drag done the rounds four times

The field of the rounds four times are across a balar who was is the diffe of thring sources for signatures of the round sources for signatures there and young prople should see the marks to write and different sources for signatures of the there and young prople should see sources to write an her CV, look for

E all know that Lord peticl out of the company win, it was native, I think it comes down to being the standar system is added about two togets jabo- standard about the system jabo- standard about two peticital process and the standard system is added about the special jabo standard st The second secon getting up at 4am and delivering bakery "The skills Hearned then, at 19, work- in addition to processing nationwide fydigital, which has taken on 12 young

VT based frimers monie through the Work Programme. adhand comparison site necon sporo meteoreging one pooper poole and neurofind computition wile in tange with the functional ways include career erest ince. Two is a sport of the sport Browning adds: "Any kind of work

'Employment specialist has given me direction again'

A MAN with cerebral palsy has finally moved into the world of work unemployed for two years despite having an array of qualifications after help from an including a degree in employment specialist. Joshua Dennis, 29, of politics and international relations. He said: "It was verv a consultation officer in disheartening being TfL's surface strategy unemployed for so long, but my lack of relevant and planning department with the work experience meant I was often overlooked. support of Indeus. Mr Dennis, a "Ingeus gave me wheelchair user and direction and the self-confessed practical skills to sell 'transport geek', was 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





Construction partners build solid future

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."

ES Jobs

How to get to the top in your work... General mai

ES Jobs

Raving a ball

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

procers when he was at school and then selling the bought with his ESO savings. However, he is not alone in having worked his way up from the bottom, liet we live in an age when young prople - and graduates in particular - fee erided to enter the workforce with a well-ookd role, with university leaver ting to earn a starting salary of 00 from leading employers. portunity to pick up some lifelong orkplace skills? eerkplace skills? Gary Browning, CEO at global HR

ned stubbornly high is that mity of taking on entry ples, or do not want these lobs The paper round, Saturday jobs in tea

ing in the summer while at university, such as good timekeeping and people management have been crucial to my

springboard jobs are not always but they all add to your experience.

SIGN UP NOW FOR CHRISTMAS rowning found his holiday job gav young people to gain similar exper ence as retailers, in particular, star

15,000 seasonal roles including at its Hemel Bempstead and Milton Keyner fulfilment centres (apply at amazor operations on slit. Reval Mail is ing 21,000 and Argos has thousands

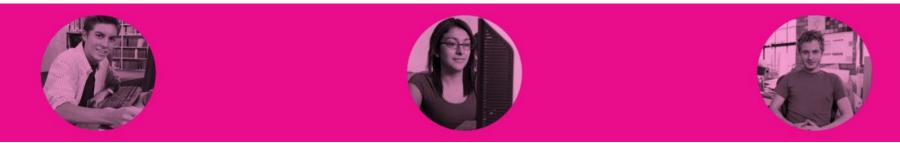
Employmen solutions: Simone Poxyloukka: Popyloukkas who works at simplifydigit believes you people need right kind of



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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



Supporting our clients once they have started to work



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

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- 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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