



**EDUCATION, TRAINING & EMPLOYMENT  
MINUTES OF THE MEETING ON MONDAY, 16<sup>th</sup> JUNE 2011  
IN 13 NEWTOFT STREET, EDINBURGH**

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**PRESENT:**

Alex Galloway	Jewel & Esk Valley College
Gayle Henderson	WeAct
Vivienne Robinson	CEC Working for Families
Stuart MacFarlane	CEC Working for Families
Natalie Ronaldson	Home Scotland
Hildegard Wylezaleck	Apex
Joanne Batfield	Women Onto Work
Brian Martin	CEC City Development
Scott Donkin	CEC Services for Communities (Chair)
Nisha Bhatt	CEC Services for Communities

**APOLOGIES:**

Margaret Campbell	CEC Services for Communities
Douglas Jeffrey	CEC Community Learning & Development
Louise Sinclair	Gracemount High School
Evelyn Kilmurry	CEC Services for Communities
Cllr Bill Cook	City of Edinburgh Council
Cllr Norma Hart	City of Edinburgh Council

**2. MINUTES OF THE PREVIOUS MEETING**

- 2.1 **Para 7.1.7** Amend paragraph to the Jewel & Esk 'Baton Project' had received its award in 2008.
- 2.2 **Para 7.1.3** Amend paragraph to reflect that the course partners were Apex, Jewel & Esk Valley College and Telford College.
- 2.3 With the above amendments, the minute of the meeting held on 8<sup>th</sup> February 2011 were agreed as an accurate record.

3. **MATTERS ARISING**

3.1 **Review of Community Plan:** Scott provided a brief update on the progress of the review of the Community Plan. It is hoped to adopt the new plan by August 2011. Four proposed priorities were presented at the last Neighbourhood Partnership meeting. Consultation with the community will be carried out using various methods such as weblink questionnaire and blank sheet questionnaires asking people what they wanted to happen in their area. Scott advised that there are two tier priorities; strategic and low level priorities. The community will be asked which two priorities they think should be prioritised and taken forward.

3.2 **One Stop Shop** Alex spoke about the possibility of providing a one stop shop for South Edinburgh, similar to the one provided in Craigmillar. The service would provide local people with access to non biased vocational training, a place where people can come in and speak informally to specialist staff who can advise and help with matters such as employability, money and benefit advice etc.

3.2.1 Natalie advised that Home Scotland already provide surgeries on Tuesday mornings dealing with housing issues but could also make referrals for those clients that need assistance.

4. **COMMISSIONING AND INTEGRATED EMPLOYABILITY SERVICE (Presentation by Brian Martin)**

4.1 Brian provided a presentation on an Integrated Employability Service for the City that was brought about following the Employability Review on current structures carried out in 2010. The Review highlighted focus on projects rather than services as part of a strategic approach to supporting individuals back into work or education. It also outlined that the national picture is changing and the current funding model will become unsustainable.

4.2 It was agreed by Council to develop a more strategic outcome based approach to services creating a more sustainable funding model that will reduce duplication and better target resources and provide continuous improvement.

4.3 The development of a new model would provide improved customer focus, clarity of service and alignment around the needs of the individual clients, employers and other services irrespective of geography. The new model would also improve Council's contribution to regeneration and poverty reduction policies and objectives.

4.4 The introduction of an integrated, citywide employability service (HUBs) would provide a single, multi services facility that is strategically focussed rather than project led, providing flexibility of response with a consistent and co-ordinated approach. This model would be utilising management information systems enable monitoring of funding and services.

- 4.5 It is intended to continue using the 'Get On' branding. The Get On Gateway provides different ways in which a client can access services, telephone/text to the Contact centre, non-fixed walk-in at one of the Mobile units, fixed walk-in at an IES Centre or online self-referral on the website. Any one of these would result in Caselink registration and referral, once this is done tracking and monitoring of the client begins.
- 4.6 Caselink would provide a full assessment and profiling of individual job readiness and agreed support needs, removing barriers and identifying service required to affect change and agree an Individual Action Plan. Where necessary a Case Manager/Key Worker will be assigned to the individual.
- 4.7 It is important to note that Caselink is not there to police the process or the individual but to measure impact. Working with partner agencies and colleges to use Caselink and where this is impractical, look at ways of data sharing reducing duplication.
- 4.8 Improving employability by delivering training appropriate to needs. Engage with employers to secure opportunities for individuals and move individuals to positive outcomes.
- 4.9 Actively supporting the individuals throughout the process to ensure employment is maintained and ensuring future progressing whilst sustaining outcomes.
- 4.10 Upskilling of individuals to further strengthen workforce and reduce poverty.
- 4.11 Initial Employability investment plan was agreed and grant agreements were concluded in April 2011 followed by awareness raising with the providers network on a new commissioned approach. A formal consultation on the draft Commissioning Strategy is underway. This will be agreed by summer 2011. Contract packages will be developed thereafter with the first phase of procurement beginning in the autumn. New agreements and contracts to be concluded by April 2012.
- 4.12 A template for comments is available online on the Joined Up for Jobs website.
- 4.13 **Questions & Answers:**
- 4.13.1 Joanne enquired how demographic groups such as Women onto Work would enter the pipeline.
- 4.13.2 Brian replied that the flow of clients would come through the citywide HUBs, enabling them to match service to suit the client needs.
- 4.13.3 Joanne added that she would hope Women onto Work would be referring those clients who were in vulnerable situations since she felt there was a risk that these clients would not come through the pipeline any other way.
- 4.13.4 Brian added that Caselink and data sharing would pick up individuals who would normally be overlooked.

- 4.13.5 Scott highlighted the need for collective responsibility for all the different services that were fighting for the same client.
- 4.13.6 Brian reported that City Development has a responsibility of providing information on geographic service, Caselink allows quarterly reports for the area and the Link Officer would be able to provide data.
- 4.13.7 Neighbourhood Partnerships can influence citywide funding.
- 4.13.8 Scott enquired if there was any support to assist local HUBs and Brian reported that tenders have gone out to contractors.
- 4.13.9 Hilda enquired if there was an indication of the number of individuals.
- 4.13.10 Brian replied that there were approximately 14,000 priority 5 interventions.
- 4.13.11 Hilda enquired if any thought had been given to prospective fall outs from the work programme. Brian responded that staff would continue to engage with people who may have or are in danger of leaving the programme.

4.14 There being no further questions, Scott thanked Brian for his presentation.

## 5. **UNEMPLOYMENT DATA (Paper Circulated)**

- 5.1 It was highlighted that the statistics provided in the paper were prepared for the May meeting of the group and now probably out of date, therefore the contents of the paper were noted.

## 6. **EMPLOYABILITY PRIORITY**

### 6.1 **GOALS – Retail & Hospitality Course**

- 6.1.1 Stuart reported that Employability and Skills (CEC) in partnership with Apex Scotland had delivered a 6 week, 3 days a week, Retail & Hospitality Employability Course, resulting in 9 people graduating from the course. The course included food hygiene, emergency first aid, personal licence, customer care and provided employability support. The individuals on the course covered a mixed range of people: 3 had criminal records, 3 from ethnic minority group, 1 dropped out of college and 1 lone parent.
- 6.1.2 Vivienne reported that some of these young people who have had problems in the jobs market, received help with preparing for opportunities and there was mentoring and positive peer support within the group which helped overcome any barriers they may have had.
- 6.1.3 Hilda reported a good retention rate, 9 completed the programme which covered the South Central/Tollcross areas:
  - 6 completed food & hygiene
  - 8 received Personal Licence
  - 8 completed First Aid

- 6 completed Customer Service
- 8 took part in mock interviews (APEX Hotel & Jobcentre Plus)

6.2 **Little France Working Group:** Construction has ground to a halt due to the economic downturn. Group to bear in mind the affect of this on the Bio Quarter and the Sick Children's Hospital. In addition, planning applications have been submitted for the Edmonstone Estate where 200 new houses, a supermarket and hotel will be built. Planning application for an older peoples care home facility within the Edmonstone Estate has also been submitted. The group to note the opportunities these new developments would provide with regards to employability.

6.3 **Citywide Employability Strategy**

6.3.1 No update to report in Jenny Ewing's absence.

7. **AOCB**

7.1 **WeACT:** Gayle provided an update on the Drop in Services provided by WeAct. The service operates from Gilmerton Community Centre on Tuesday morning and Friday afternoon. After a slow start and word of mouth referrals the project has had 20 referrals a week. WeAct are focussing on employability and are keen to receive referrals from Housing and Social Work staff.

7.1.1 Just do It Course aimed at 15-23 year olds run from Goodtrees Neighbourhood Centre was well attended.

7.1.2 Outward Bound Event – a lot of the young men involved in this event requested trade placements, a few of which have been sourced from CEC and other local businesses.

7.2 Alex requested the Baton Project be included as an agenda item at the November meeting of the group.

***Action: Mags Campbell***

7.3 Scott reported that this was the last ETE meeting that Hilda would be attending and on behalf of the group thanked her for all her support and wished her all the best for the future

8. **DATE AND VENUE OF FUTURE MEETINGS**

Tuesday, 9<sup>th</sup> August 2011 @ 2.00 pm in 13 Newtoft Street

Tuesday, 8<sup>th</sup> November 2011 @ 2.00 pm in 13 Newtoft Street