EMPLOYABILITY AND SKILLS
SCOTLAND CONFERENCE
28/29 NOVEMBER 2017

GLASGOW  CITY REGION CITY DEAL
IN WORK PROGRESSION IN THE
CARE SECTOR PILOT
IN WORK PROGRESSION IN THE CARE SECTOR PILOT - BACKGROUND

- One of 3 projects running under the Glasgow City Region City Deal Labour Market Initiatives

- Economic Development Division, Development and Regeneration Services, Glasgow City Council
  - Glasgow City only – learning to be shared across Clyde Region

- £300,000 – DWP funding for interventions
- £300,000 – match from Glasgow City Council for staff and evaluation
- 2 years
The Brief!
An employer led in work progression pilot for the care sector to address in-work poverty through:
➢ Increasing skills
➢ Increasing earning potential

Consultation and research (6 months)
• ‘Growth’ sector not in scope for mainstream business support
  – High levels of in-work poverty
  – Need for sector to develop more resilient and sustainable business models
• Employers have a role to play in addressing in-work poverty and the progression of their staff
  – Services aimed at tackling in-work poverty and supporting businesses not joined up
The Model

• A new approach was needed to simultaneously address the ‘progression’ needs of the business and its employees

• Test out the business growth and development process in the care sector BUT with a focus on employee development as well.

• Building on existing GCC service delivery, pilot aligned to the business account management model
  – Ongoing management and development support from Adult Employment Team

• Model unique amongst other ‘wage progression’ pilots in UK
IN WORK PROGRESSION IN THE CARE SECTOR – OVERVIEW

The Nitty Gritty!

➢ Business Advisors x 2 (1FTE)
➢ Business interventions accessed via a procured framework (consultancy) and mainstream services (free)
➢ Employee interventions accessed via grants
➢ Independent evaluation throughout the lifetime of the pilot
  ➢ Awarded to the Learning and Work Institute
➢ Targets - 40 organisations and 400 staff
➢ On-going development and management support
HEADLINES

➢ 20 businesses engaged (5 dropouts)
➢ 15 businesses have signed SLAs, completed diagnostics and action plans
➢ Business consultancy support being accessed
HEADLINES

Eighty two interventions (free) have been organised or scheduled for 10 of the businesses

➢ 71 of those interventions have been completed
➢ In addition to the above a further 38 are planned

DWP funded interventions
➢ 7 businesses have had initial meetings with consultants
➢ Consultancy support has been agreed with 6

➢ GCC Glasgow Guarantee are managing 14 vacancies for 4 businesses.
HEADLINES

The businesses already engaged employ over 900 staff

- 94 training places completed
- A further 105 training places planned
- Money management group sessions being organised
- One to One Managing debt advice available as required
Examples of Early Impact

Employees
• Increase in skills and qualifications
• Real progression (££)
• Increase in confidence and self esteem

Businesses
• Real cost savings
• New links to (free) mainstream support
• Early signs of networks being established
LEARNING SO FAR......

• Sector in many ways in crisis
  – Up for pilot but finding time to engage a challenge including with evaluation
  – In need of more intensive support
  – Flex the business support offer

• Learning curve for business advisors
  – New and in many ways atypical sector
  – Addressing issues to do with employees/in-work poverty
  – Transfer learning to rest of business team

• Working through employer to benefit employees
  – Not been tested before through other wage progression pilots

• Cross divisional working & early example of ‘inclusive growth’ in practice
# Project Team

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<thead>
<tr>
<th>Team Member</th>
<th>Role</th>
<th>Phase</th>
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<tbody>
<tr>
<td>Karen Fotheringham and Irene Holding, Business Advisors</td>
<td>Business Advisors</td>
<td>Delivery phase</td>
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<tr>
<td>Elaine Burgess, Development Officer, Adult Employment</td>
<td>Development Officer</td>
<td>Development and initial delivery phases</td>
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<td>Kim Murphy, Development Officer, Adult Employment</td>
<td>Development Officer</td>
<td>Development phase and monitoring/evaluation</td>
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<td>Susan Singh, Assistant Monitoring Officer</td>
<td>Assistant Monitoring Officer</td>
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<td>Evaluation Consultants - Learning &amp; Work Institute</td>
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<tr>
<td>Alison McCrae - Economic Development Manager, Adult Employment</td>
<td>Economic Development Manager</td>
<td>Development phase and monitoring/evaluation</td>
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<tr>
<td>Graham Smith – Economic Development Manager, Business Services</td>
<td>Economic Development Manager</td>
<td>Delivery phase</td>
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QUESTIONS