

INTO WORK SERVICES AND VOLUNTEERING

Purpose of Report

1. This report prepares Members to consider the current performance and progress of the Council's Into Work Service and volunteering opportunities within the Communities, Housing and Customer Services Directorate.

Into Work Services

2. Cardiff Into Work Service provides free informal drop-in sessions in locations across Cardiff for residents looking for work or to upskill within their current jobs. The service assists individuals with basic computer skills and helps individuals become 'ready for work'. The services available include:

- CV writing.
- Help with job applications forms and covering letters.
- Job search.
- Setting up a Universal Job Match account and help to use it.
- Access to computer facilities.
- Online applications for Universal Credit.
- Work skills training, such as manual handling, food hygiene and first aid.
- Interview techniques.

3. An example of the training available and the locations used can be found in **Appendix A**. This 'Training Schedule & Guide' shows the services available throughout December 2016 – these guides are produced monthly throughout the

year. As seen in **Appendix A**, the training provided ranges from generic computer skills to more specialist training such as Food Safety and Paediatric First Aid.

4. Cardiff Into Work Services has a presence on both Twitter and Facebook through the @intoworkcardiff accounts. These accounts share up to date job vacancies, details of upcoming training and events for job seekers. The accounts can be accessed via the following links:

Twitter: <https://twitter.com/IntoWorkCardiff>

Facebook: <https://facebook.com/intoworkcardiff>

5. The Into Work Service features extensively within the Communities, Housing and Customer Services Directorate Delivery Plan 2016-2018 (considered by this Committee on 7 April 2016). Under 'Achievements for 2015-16 the following narrative is included:

"Into Work Advice Services – Employer engagement events took place across the city, including guaranteed interviews, and employers who assisted in recruitment included Bierkeller, Co-op, Rent Smart Wales and John Lewis. Two "More Than" jobs fairs were held in partnership with Job Centre Plus, attracting more than 60 employers and 3,000 jobseekers. Almost 100 more skills-focused workshops were run this year, and the pass rate for accredited courses remains high at an average of 92%. The Into Work Advice Service Training Team became an Approved Centre for Highfields Awarding Body, reducing the council spend on accreditation and allowing faster production of the certificates for service users. Into Work Advisers assisted over 300 jobseekers into employment, and the total number of Into Work service users exceeded more than 35,000 during 2015/16. Approximately 35 new volunteers have been recruited over the year, and 43% of all volunteers returned to work."

6. The following information is included under 'key aspirations for 2016-17':

"The service plans to increase our digital offer and explore opportunities to run a virtual jobs fair, in addition to working with employers to offer a comprehensive

recruitment service. To help those who wish to go into construction work, the service will become an approved Construction Skills Certification Scheme (CSCS) Test Centre. This would mean that, as well as being able to provide training for those who are looking to go in to this field, it would be possible to provide CSCS training to other organisations. The Into Work Team aims to increase the number of people assisted into employment to 500.”

7. The Directorate Delivery Plan and Quarterly Performance Reports list the following commitment in order to achieve the Improvement Objective ‘Adult Learners Achieve their Potential’:

By March 2017, the Into Work service will:

Offer taster sessions in different employment sectors.

- *Hold 2 major Jobs Fairs in collaboration with partner agencies.*
- *Hold guaranteed interview events in community buildings across the city.*
- *Put together an employment offer which provides sourcing, training, shortlisting, and assistance in interview process to employees for organisations.*

8. Performance of the Into Work Service is formally captured by the following Performance Indicators:

Ref	Performance Indicator	2014-15 Result	2015-16 Result	2016-17 Target	2017/18 Target	Action Ref
Outcome Agreement 09	Number of individuals assisted through Into Work Services	31,259	36,444	32,000	34,000	Local Indicator
Outcome Agreement 10 (2070)	Number of Into Work Service Users completing an accredited course	2,257	1,262	1,000	1,100	Local Indicator
Outcome Agreement 11 (2071)	% of Into Work Service users who complete an accredited course who gain a qualification	92%	91%	90%	90%	Local Indicator
Outcome Agreement 05	The percentage of Into Work Service Users who feel more "job ready" as a result of completing a work preparation course	80%	98%	>90%	>90%	CHCSCP2

Within the Q2 2016-17 Performance Report, these indicators are marked 'green', indicating that the annual targets are on course to be achieved.

Volunteering

9. The Communities, Housing and Customer Services Directorate Delivery Plan lists the following achievements for 2015 in relation to volunteering:

***Into Work Advice Services:** Approximately 35 new volunteers have been recruited over the year, and 43% of all volunteers returned to work.*

***Connect to Cardiff :** C2C supported two individuals via traineeship scheme placements as part of the Looked-After Children initiative. This scheme ran in conjunction with the ongoing Workplace Volunteers programme, in which C2C offered 8-week placements for 13 young adults not in work, education or training to help them gain practical skills and experience of a real working environment. C2C have supported 39 individuals since starting this initiative, resulting in 10 young people successfully gaining temporary employment within Customer Services and a further 2 securing permanent positions.*

10. Under 'Key Aspirations for 2016-17 the following is indicated for Library Services:

"The Library Service aims to introduce volunteers with support from Adult Community Learning following staff consultation."

11. The Directorate Delivery Plan lists the following commitments in order to achieve the Improvement Objective 'Communities and Partners are Actively Involved in the Design, Delivery and Improvement of Highly Valued Services':

- Implement a New Volunteer Portal
- To further develop the volunteer programme within the Advice Services.

12. At the November 2016 Economy and Culture Scrutiny Committee Members considered the Welsh Public Library Standards Annual Report 2015-16. Members were informed that the Library Service in Cardiff had 103 volunteers who contributed 3,699 volunteer hours in 15/16. This ranks Cardiff as the top authority in terms of volunteer contributions in Libraries.

Way Forward

13. Daniel De'Ath (Cabinet Member: Community Development, Co-operatives and Social Enterprise) has been invited and may wish to give a statement. Sarah McGill (Director of Communities, Housing and Customer Services) will be in attendance and will provide a presentation on Cardiff Into Work Services and Volunteering.

Legal Implications

14. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct legal implications. However, legal implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/Council will set out any legal implications arising from those recommendations. All decisions taken by or on behalf of the Council must (a) be within the legal powers of the Council; (b) comply with any procedural requirement imposed by law; (c) be within the powers of the body or person exercising powers on behalf of the Council; (d) be undertaken in accordance with the procedural requirements imposed by the Council e.g. Scrutiny Procedure Rules; (e) be fully and properly informed; (f) be properly motivated; (g) be taken having regard to the Council's fiduciary duty to its taxpayers; and (h) be reasonable and proper in all the circumstances.

Financial Implications

15. The Scrutiny Committee is empowered to enquire, consider, review and recommend but not to make policy decisions. As the recommendations in this report are to consider and review matters there are no direct financial implications at this stage in relation to any of the work programme. However, financial implications may arise if and when the matters under review are implemented with or without any modifications. Any report with recommendations for decision that goes to Cabinet/ Council will set out any financial implications arising from those recommendations.

Recommendations

16. The Committee is recommended to give consideration to the information attached to this report and received at this meeting, and to submit any recommendations, observations or comments to the Cabinet.

Davina Fiore
Director, Governance and Legal Services
2 December 2016