

EMPLOYMENT SERVICES IN CARDIFF: SHORT SCRUTINY

Purpose of the Report

1. To provide Members with the context for Members' scrutiny of Employment Services in Cardiff.

Scope of Employment Services Scrutiny

2. At their meeting on 11 July 2023, Members agreed their Work Programme 2023-24, including a short scrutiny on Employment Services. A scoping document for this scrutiny is attached at **Appendix A**. This sets out that Members wish:
 1. *To review existing Employment Services landscape - including partnership and regional working, budget and resources, and performance framework.*
 2. *To explore progress in delivery of relevant commitments - in Public Service Board's Wellbeing Plan, Cardiff Council's Corporate Plan and associated Directorate Delivery Plans, and the Cabinet's Response to the Race Equality Task Force Recommendations.*
 3. *Where progress is not on track, to identify causes and clarify requirements to enable delivery of commitments.*
 4. *To explore whether there are emerging, unmet needs for Employment Services, post-pandemic.*
 5. *To check that all aspects of the Council's work on the above accord with the UN CEDAW, in line with the agreed Motion to Council, March 2023.*
 6. *To make evidence-based recommendations to Cabinet, if required.*

Structure of the scrutiny

3. This short scrutiny is split over two committee meetings:
 - April 2024 – Overview
 - Paving report to provide background context re employment services landscape, commitments, milestones and performance indicators

- Presentation from internal witnesses
 - Progress against commitments - milestones and performance indicators
 - Issues Identified/ Emerging Unmet Needs
 - Q&A at Committee
- May 2024 –Deep Dive into two areas selected by E&C Members (*selected from: young people; older people; ethnic minorities; asylum seekers and refugees; people with disabilities*)
- relevant internal and external witnesses invited
 - relevant performance information provided
 - presentation at committee
 - Q&A at committee.

Structure of the meeting

4. Members will hear from Councillor Peter Bradbury (Cabinet Member – Tackling Poverty and Supporting Young People), who may wish to give a statement. Hayley Beynon (Operational Manager – Advice), Khalid Osman (Into Work Manager), Tracey Thomas (Chief Officer – HR), Caroline Davies (HR – Apprenticeships and Training Manager), Ken Poole (Head of Economic Development) and Victoria Poole (Acting Programme Manager – Cardiff Commitment) will be in attendance, to give a presentation, contribute to the discussion and answer Members’ questions.

Background

5. Several areas of the Council are involved in providing services that assist people into employment, including:
- a) Employment Services – based in the Adult, Housing and Communities Directorate
 - b) Cardiff Commitment – based in the Education Directorate
 - c) Council Apprenticeships and Traineeships – via HR and individual Directorates.

6. Further information on these is provided below and in **Appendix B**. These three areas often work together on initiatives and with key partners, such as Department of Work and Pensions and Public Service Board partners, as well as with local training providers, such as Cardiff and Vale College, and with third sector partners.

Overview - Employment Services

7. In 2017, Cardiff Council undertook a review of employment services in Cardiff , which identified opportunities to align arrangements within the Council and with partners. A Gateway approach was introduced, meaning anyone wishing to access employment services in Cardiff goes through an initial assessment process to check eligibility and need, to ensure they are directed to an appropriate service. This enables a single database to be maintained to enable easy monitoring and evaluation of achievement of outcomes.
8. Cardiff Council's Employment Services¹ are available across the Council's libraries and hubs, as well as at other local community centres, including Butetown Community Centre, Butetown Pavilion, Grangetown Pavilion and South Riverside Community Development Centre. Residents can also access services via a dedicated phone line, email and via job clubs.
9. The Into Work Advice Service provides employment, training and digital support to those looking for work or looking to upskill, as well as working with employers who are looking for employees, interview space and training. Support is provided via one-to-one support and intensive mentoring, including specific mentoring for 16–24-year-olds, as well as help accessing volunteering opportunities. There are also monthly drop-in sessions, held jointly with Business Wales, for self-employed people.
10. Into Work liaises with a range of partners to provide access to advice, training schemes, work placements, apprenticeships, traineeships, volunteering opportunities, mentoring, and funding.

¹ [Home - Into Work \(intoworkcardiff.co.uk\)](http://intoworkcardiff.co.uk)

Overview - Cardiff Commitment

11. The Cardiff Commitment is a citywide alliance of employers from growth sectors of the economy, Higher Education, Further Education, 3rd Sector and Schools who seek to harness the economic, cultural and social capital of Cardiff for the benefit of children and young people.
12. The Cardiff Commitment² scheme involves Education officers and Economic Development officers working with officers across the Council, schools and partners to provide insight and opportunities to young people, including apprenticeships, traineeships and work placements, as well as 'Open Your Eyes' weeks, which provide an opportunity for schools to engage with businesses around opportunities and career pathways.
13. The vision of the Cardiff Commitment is to ***Work together to be a city that inspires its children and young people towards a better future***, and this is realised through the delivery of the Cardiff Commitment goals to:
 - a) Inspire the next generation of children and young people to develop the skills needed for the jobs of tomorrow
 - b) Be the bridge between employers and learning organisations to create opportunities and support partnership working
 - c) Engage and expose children and young people to the world of work through multiple interventions
 - d) Supporting young people to progress into education, employment and training and develop the right skills to support growth sectors across the region
14. The Cardiff Commitment Forward Plan sets out how it will deliver on Cardiff Council's Stronger, Fairer, Greener Strategy to *Support the most vulnerable, tackle inequality and promote economic growth*. The Cardiff Commitment aims to support the most vulnerable, tackle inequality and promote economic growth and

² [Home \(cardiffcommitment.co.uk\)](http://cardiffcommitment.co.uk)

deliver on Wellbeing Objective 1: Cardiff is a great place to grow up and Wellbeing Objective 5: A capital city that works for Wales. The Cardiff Commitment's Forward Plan sets out 5 priorities to deliver on the vision of the Cardiff Commitment:

- *Priority 1: Partner Support: Empowering Partners to Enhance Learning Experiences for Children and Young People*
- *Priority 2: Experiences of Work: Fostering Meaningful Career Pathways for Children Young People*
- *Priority 3: Learning Pathways: Empowering Informed Decision-Making for Future Success*
- *Priority 4: Social Value: Maximizing Benefits for Children and Young People*
- *Priority 5: Children & Young People who Need it Most: Creating Pathways to Success*

15. The Council's Mid-Year Performance Assessment³ states:

'Cardiff Commitment engagement continues to improve, with 300 work experience placements secured through the What's Next project and additional partners onboarded including Cardiff and Vale Health Board, BBC Studios, construction providers and several Council departments.'

Overview - Council apprenticeships and traineeships

16. There are two aspects of the Council's apprenticeships and traineeships: the first is the Corporate Apprenticeship and Trainee scheme, organised via HR, with further details provided in **Appendix B**; the second is the apprenticeship and trainee opportunities that Directorates arrange themselves.

17. Both of these contribute to meeting the commitments set out in the Corporate Plan, as detailed below. Each Directorate is responsible for setting and achieving their own targets in their Directorate Delivery Plan, to ensure that the overall Council target is met.

³ [CAB 14 December 2023 - Mid-Year Performance Appendix A.pdf \(moderngov.co.uk\)](#)

Funding

18. Funding for these services previously came from a range of funders and providers, including European Union, UK Government, Welsh Government, Cardiff Council, third sector, the national lottery and charities. Post-Brexit, funding to replace European Union funding, has come via the Shared Prosperity Fund, as follows:

- a) Into Work Advice Services - *A complete employment and skills package for citizens of Cardiff - £9.3M over 3 years of SPF funding*
- b) Cardiff Commitment – *To develop Business Forums aligned to secondary schools and expand the Cardiff Commitment team - £800K over 3 years of SPF funding*
- c) Targeted pre 16 and post 16-year-old support - *Targeted pre 16 and post 16 support for young people at risk of becoming disengaged from education, employment and training - £625K over 3 years of SPF funding*
- d) Multiply – *dedicated funding to improve adult numeracy - £5.3M over 3 years of SPF funding.*

19. Further information on funding is provided in **Appendix B**. In addition, the Budget 2024/25 includes £200,000 Financial Resilience Mechanism funding for Cardiff Commitment.

Commitments, milestones and performance indicators

20. **Appendix A** sets out the commitments, milestones, and performance indicators contained in the following:

- a) Cardiff Public Service Board's Local Well-being Plan 2023-2028⁴
- b) Corporate Plan 2023/24
- c) Corporate Plan 2024/25
- d) Race Equality Task Force Report 2022⁵
- e) Welsh Government Programme for Government 2021-2026.

⁴ [Local Well-being Plan 2023-2028 - Cardiff Partnership : Cardiff Partnership](#)

⁵ [Cabinet 10 March 2022 Race Equality Task force.pdf \(moderngov.co.uk\)](#)

21. **Appendix C** lists the performance indicators and targets contained in the Corporate Plan 2023/24 and 2024/25. This shows all the 2023/24 indicators are taken forward into 2024/25, with additional, new indicators for 2024/25 covering Cardiff Commitment, work with older people, and Into Work services. Most of the targets have remained the same, apart from three of the '*supporting people into work*' targets, which have been increased to target assisting more people – K3.04 and K3.05 – and working to ensure that fewer people cease engagement with no verified positive destination – K3.06.
22. The presentation by officers, attached as **Appendix D**, will provide an update on progress in delivering the 2023/24 commitments and preparations to deliver the commitments for 2024/25.
23. The Council and partner response to the recommendations of the Race Equality Task Force Report 2022 is available [here](#) and provides a detailed response to each recommendation, including work by Employment Services, particularly on pages 2-15.
24. The work to achieve the Corporate Plan commitments and the Race Equality Task Force recommendations feeds in to the work to meet the Cardiff Public Service Board's Local Well-being Plan 2023-2028 and contributes to meeting the Welsh Government Programme for Government 2021-2023 commitments.

Way Forward

25. Members will hear from Councillor Peter Bradbury (Cabinet Member – Tackling Poverty and Supporting Young People). Hayley Beynon (Operational Manager – Advice), Khalid Osman (Into Work Manager), Tracey Thomas (Chief Officer – HR), Caroline Davies (HR – Apprenticeships and Training Manager), Ken Poole (Head of Economic Development) and Victoria Poole (Acting Programme Manager – Cardiff Commitment) will be in attendance, to give a presentation, contribute to the discussion and answer Members' questions.
26. The presentation, attached as **Appendix D**, will provide background context regarding the skills required by the Cardiff economy, and skills shortages, before

moving on to detail the work of Cardiff Commitment and Employment Services in delivering the 2023/24 Corporate Plan commitments and the work proposed to meet the 2024/25 Corporate Plan requirements.

Legal Implications

27. 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

28. 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.

RECOMMENDATION

The Committee is recommended to:

- i) Consider the information in this report, its appendices and the information presented at the meeting; and
- ii) Decide the way forward for any future scrutiny of the issues discussed, including selecting two areas for the deep dive second part of this scrutiny, scheduled to be held at the committee meeting on 14 May 2024.

LEANNE WESTON

Interim Deputy Monitoring Officer

17 April 2024