

SCOTTISH GOVERNMENT SCOPING EXERCISE

WORKING FOR FAMILIES

1.0 INTRODUCTION

Between 2004 and 2008, the Scottish Government's Working for Families Fund (WfF) in Scotland offered support to parents seeking to move into, within or towards employment, education or training. Over the four years the budget for WfF was £50 million, a total of 25,508 clients were registered, 53% of all clients (13,594) achieved 'hard' outcomes, such as employment, and a further 13% (3,283) achieved other significant outcomes. In April 2008 WfF funding was streamlined into the Fairer Scotland Fund which replaced WfF and six previous funds as part of the Government's budget concordat with local government.

The purpose of this scoping exercise was to capture a comprehensive picture of how Working for Families initiatives have developed and progressed since 2008. The scope of the exercise included services that are still branded as Working for Families, and equivalent local services that are delivering support to families to address barriers to employment. The exercise was conducted by the Scottish Government Employability and Tackling Poverty Division.

2.0 METHODOLOGY

A template (Annex A) was devised which sought to collate local information on Working for Families and equivalent services.

An email was issued to known Working for Families lead officers, local government Tackling Poverty Officers and local employability leads officers in all local authority areas.

It was the intention to conduct telephone interviews where possible and completed templates were returned via email. Follow up questions were made by phone and email.

3.0 OVERVIEW OF FINDINGS

3.1 There were seventeen responses received from Working for Families lead officers, of which five were telephone calls. The remaining responses were in the form of the completed written template. All the information gathered is available to view at annex B. Fifteen local authority areas provided information, with more than one response received from Dundee and Glasgow. It's important to note that this paper is limited to outlining activity from those areas that responded to the approach. Working for Families and similar services do operate in areas that do not feature in the paper. The paper provides a brief summary of the responses and details the returns at Annex B.

Of the fifteen Local Authority area responses, seven were still branded 'Working for Families'. The remainder had a general employability focus, although were still aimed at parents/families. One response (Perth and Kinross) confirmed that there were no services addressing barriers to employment for families being offered in that area due to lack of funding.

The enthusiasm and commitment from the lead officers where the service is still active or had developed into services currently being offered was a notable factor that emerged from the exercise. The overall impression was that where the service is available, it is very flexible and people centred and is successful in meeting its aims.

3.2 Funding

The most prevalent current funding streams identified were the European Social Fund (ESF), the Fairer Scotland Fund and the Local Authority. Funding of the service ranges from £62,682 to £4 million per annum.

3.3 Discretionary Fund

Seven Local Authority area responses confirmed the availability of a discretionary fund, which was flexible and open to a range of support and purchase of goods which remove barriers to work. This can include:

- Clothing/uniforms
- Fuel
- Driving licence
- Driving lessons
- Disclosure certificate
- Equipment such as hairdressing tools
- Groceries.

Two Local Authority area responses confirmed that no discretionary fund existed in their area for such support. It is unclear from a further five Local Authority area responses whether they offer discretionary funding support and follow up calls to ascertain this information were unsuccessful.

The levels of the discretionary fund range from £10,000 to £140,000.

3.4 Target Groups

It was clear when asking lead officers about their target groups that the services being delivered aim to reach as many people facing barriers to work as possible, with a particular but not restrictive focus on families.

The eligibility criteria under the European Social Fund areⁱ:

- Unemployed people
- People with a disability or health condition
- Lone parent or a disadvantaged parent or carer
- Older workers

ⁱ http://www.direct.gov.uk/en/Employment/Jobseekers/programmesandservices/DG_183454, 2010

- Ethnic minorities
- People facing disadvantage – ex-offenders, homeless, affected by drug or alcohol abuse.

The most prevalent group from this exercise, with nine Local Authority area responses were parents/lone parent/families.

Following this group is people who are unemployed/long-term unemployed; with five Local Authority areas citing these groups.

People with health issues or a disability received three responses; ex-offenders and those living in the bottom fifteen SIMD areas each received two responses; and people with substance misuse issues received one response.

3.5 Childcare Support

Support for childcare varies across the areas. Nine Local Authority areas provide funding for childcare places. Of those, the majority that provide help with funding of childcare were flexible regarding costs and timescales, with timescales ranging from 4 weeks to 6 months. In all cases, the service paid the childcare provider direct.

Seven Local Authority areas also confirmed that they provide support to parents in sourcing suitable childcare. Three Local Authority areas provide childcare advice as part of the service, which can either be direct or second tier advice.

Two Local Authority areas signpost parents to childcare providers and Inverclyde stated that, as part of the service, they aim to increase childcare provision.

3.6 Partners

Organisations from the voluntary sector were predominantly the key partners for the service, with twelve Local Authority areas confirming they work with at least one voluntary organisation.

Working with Jobcentre Plus was the second most prevalent partner, with eight responses. Other government departments/agencies were also named as key partners from respondents.

Colleges, health services and other local authority teams each received six responses. Two Local Authority areas identified childcare providers as key partners for their service; and one Local Authority areas confirmed they work with the private sector, which could include childcare providers.

3.7 Promotion of Services

The promotion and advertising of the services available in each area varied in method and ferocity.

The various methods cited were:

- Networking
- Referral sources
- Leaflets/flyers
- Press
- Word of mouth
- Community activity
- Website
- Mobile information unit
- Freephone helpline

Both Clackmannanshire and Glasgow confirmed that they are not undertaking promotion or advertising of the service at present. The service in Glasgow is delivered through Skills Development Scotland and their clients come through referrals. The referral systems in Glasgow can either be self-referral in cases where a young parent has heard about the project or through social work, school or health visitors. There is a variety of local agencies who would also be in contact with young people who are either pregnant or have a young child and they would refer to the

project. Clackmannanshire currently have a waiting list for their service and do not wish to raise demand which they are unable to presently meet.

3.8 Issues and Barriers

It was not a surprise to find that funding levels, certainty and continuity were the most prevalent concern with respondents, with eight Local Authority areas stating this. Linked to the funding concerns, staff retention was another issue faced.

The uncertainty over the benefits landscape was also cited as a key issue, along with the income threshold for benefits, with three Local Authority areas quoting this.

Employer attitude, demand for the service and gaining/sustaining good quality employment were each expressed as concerns by two Local Authority areas. One Local Authority area cited financial capability as a key issue/barrier in their area for gaining and sustaining quality employment.

3.9 Additional Comments

In addition to the key areas that had been covered above, the template provided an opportunity to add further comment regarding Working for Families/employability service in their area.

A number of the respondents provided further information not covered by the questions, which are detailed at annex A. In general, additional information was provided on:

- Background information on the service
- Outcomes of the service
- The role and remit of the service
- Further challenges
- Future of service
- Feedback from clients

3.10 School Gates Initiative

Glasgow confirmed that the branded Working for Families service had ceased in 2008, and that their School Gates Employment Support Initiative is currently being undertaken in around thirty schools in Glasgow.

The School Gates Employment Support Initiative is part of the UK Government's efforts to accelerate progress in tackling and reducing child poverty in the UK through providing support to families during the economic downturn. The aim of the initiative is to increase the number of parents in low income families gaining quality, sustainable employment. This could be full time, part time or self employment, depending on what works best in the individual circumstances. The support offered by the initiative includesⁱⁱ:

- Delivering a co-ordinated, tailored package of information and support to parents in and around their children's schools
- Promoting greater awareness among parents of the support that is available to them in their local areas and how they can access it
- Increasing the number of parents with a desire to move into work and a clear understanding of how to pursue this goal
- Increasing the engagement of parents with existing employment and enterprise support.

This initiative has funding committed from October 2009 to March 2011ⁱⁱⁱ in twenty five areas across England, Wales and Scotland. Glasgow is the only area in Scotland that is running the initiative.

A telephone interview was carried out with the Glasgow School Gates co-ordinator to ascertain how the initiative is working in Glasgow. Overall, the initiative appears to

ii

http://www.schoolgates.org.uk/resources/what_is_the_school_gates_employment_support_initiative_2009

iii

http://www.schoolgates.org.uk/resources/what_is_the_school_gates_employment_support_initiative_2009

be as flexible as the Working for Families/Employability services being provided over Scotland. The funding of the Glasgow initiative comes from the UK Child Poverty Unit and they work very closely with Jobcentre Plus.

There are currently thirty three schools/nurseries taking part in the initiative, with a further six interested in getting involved. The establishments have been targeted by ascertaining where the highest school meal tokens are and also the nurseries within the bottom SIMD areas.

4.0 NEXT STEPS

The Community Regeneration and Tackling Poverty Learning Network-led action learning activity on the lessons learned from Working for Families is due to take place between November 2010 and March 2011. Invitations to take part in this activity were issued in September, with seven applications received from practitioners. The feedback from the sessions will aim to explore:

- The key challenges faced by Working For Families officers
- What approaches have been taken to tackle the challenges
- How successful the approaches were
- What key elements of the approach work and could be adopted in other areas.

The findings from the action learning activity and final report are due to be finalised in March 2011.

The Scottish Government will establish an interactive map on the Employability in Scotland website providing information and contact points on what is available within each local authority area. This tool could be used for both practitioners and clients and could be developed into an effective resource for practitioners to network with each other and share best practice.

5.0 CONCLUSION

The purpose of this scoping exercise was to capture a picture of how Working for Families initiatives have developed and progressed since direct Scottish Government funding ceased in 2008 and was embedded in the Fairer Scotland Fund.

It was encouraging to note from the responses received that aspects of the Working for Families model of service provision continues across local authority areas in Scotland in partnership with community planning partners.

The enthusiasm of the lead officers in the work that they do and the outcomes that are achieved was a significant feature of the findings.

Fourteen of the fifteen local authority areas who responded provide Working for Families or equivalent services. However, continuation or certainty of funding remains a key issue.

Feedback from the respondents demonstrates the need for partnership working in order to achieve tangible outcomes. The partners involved with the services come from an array of organisations and sectors, which corroborates the importance and value of the services deemed by organisations across Scotland.

6.0 And Finally

A huge thank you goes out to all the lead officers who gave their time to either complete the template or to be interviewed over the phone; it was very much appreciated.

Annex A

Scottish Government Working for Families Scoping Exercise, September 2010

Title of service	
Local Authority Area	
Name of Contact Person	
How is the Working for Families project funded/how much (£) in your area?	
What is the eligibility criteria?	
How do you provide support relating to childcare?	
Who are your key delivery partners?	
What promotion/advertising do you undertake?	
What are the key issues for the service in your area? Are there any barriers to delivery?	

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Annex B

Scottish Government Working for Families Scoping Exercise, September 2010

Title of service	Employability Pipeline
Local Authority Area	Aberdeen City Council
Name of Contact Person	Gillian Robertson
How is the Working for Families project funded/how much (£) in your area?	We no longer have a separate WFF service but have taken the good practice from this initiative and extended to a wider group of unemployed people. The total for the employability pipeline is £600k
What is the eligibility criteria?	Within this service there are several projects, some aimed at school leavers and those disengaged with education and others looking at wider unemployed people. Projects that were under WFF include a confidence building course and key workers. These are still in place but deal with a wider group than just those with children. Eligibility is that these people are looking to get back to work or training and are on welfare benefits or low pay, majority of customers are on benefits
How do you provide support relating to childcare?	We have a small discretionary fund that can help people access childcare to move into work. This is being accessed more frequently due to Jobcentre Plus no longer having the help available to support this. Help is also given in helping people source childcare. This is

	currently an issue for us and we are looking at alternative funding streams to support childcare access particularly in the regeneration areas.
Who are your key delivery partners?	These are generally local third sector/social enterprise companies. Activities and assessment of needs are discussed and agreed at the strategic employability forum, Aberdeen Works. This includes JCP, SDS, Aberdeen College, Aberdeen City Council, Aberdeenshire council,
What promotion/advertising do you undertake?	We have developed a booklet that is distributed across the city informing of all projects. Jobs and training fairs are also held across the city as well as outreach/drop in services and links to local groups etc.
What are the key issues for the service in your area? Are there any barriers to delivery?	Childcare as mentioned above, deposits generally high in this area. More competition for employment due to downturn.

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Scottish Government Working for Families Scoping Exercise, September 2010

Title of service	Towards Employment Team (TET)
Local Authority Area	Angus
Name of Contact Person	Anne McFarlane
How is the Working for Families project funded/how much (£) in your area?	Fairer Scotland Fund. For year 10/11 £380,932
What is the eligibility criteria?	<p>Families on low income</p> <ul style="list-style-type: none"> ➤ Those families that have parents who are unemployed ➤ Households with an income less than £18,000 ➤ Lone Parents <p>Individuals that have been affected by the economic downturn</p> <ul style="list-style-type: none"> ➤ Families on a low income (all of those above) ➤ Clients that have recently been made unemployed and are unable to gain support elsewhere <p>Unemployed & Receiving other DWP benefits e.g. Employment Support Allowance (ESA)</p> <ul style="list-style-type: none"> ➤ Those that are ineligible for assistance elsewhere (normally long term sick)
How do you provide support relating to childcare?	Short term financial assistance. Key Workers can also assist clients to source suitable childcare.
Who are your key delivery partners?	Welfare Rights, Volunteer Centre Angus, Job Centre Plus, Angus College, Skills Development Scotland, Business Advisers, Buddy to Work (ACTS), Business Gateway, CAB, ILA, Vocational Training Providers, Progress to Work, Learning Shop, Claverhouse, Family Support Teams (Social Work).
What promotion/advertising do you undertake?	We have our own leaflets which are distributed to various partners throughout Angus including childcare providers.
What are the key issues for the service in your area? Are there any barriers to delivery?	As per attached document. At the moment, in common with all local authorities, the

	uncertainty with the financial constraints faced is a very worrying feature.
--	--

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

THE ROLE AND REMIT OF ECONOMIC DEVELOPMENT IN DELIVERING EMPLOYABILITY SERVICES

Notable facts

- The Towards Employment Team (TET) is an employability support service helping those who want to advance into employment, training, education and volunteering
- Performance of TET has continued to improve year on year
- TET has developed a flexible package of support to assist its clients and has responded well to the economic downturn
- TET works with many agencies, but also links into the business community through the work of the Economic Development Business Advisers
- TET are part of the Employability and Strategy team in Economic Development. This team is heavily involved in the development of the Angus Employability Partnership (AEP)
- TET are to be the gatekeepers of the new Management Information System to be procured for the AEP (a key priority of the Partnership)
- Economic Development lead the work of the AEP

TET INTERVENTIONS

Access to specialist Key Worker support in the following areas:

- Tax Credits
- Childcare
- Volunteering
- Training and education
- Money and debt advice
- General employability support/guidance back into work
- Migrant worker support for employment
- In work employment support
- Redundancy support (via PACE)

Personal Development Fund and Childcare Funds

Both TET clients and employability partners wishing to receive TET support are able to access the TET Personal Development and Childcare Funds.

These funds have been developed to help remove residual barriers to employment thus allowing clients additional financial support that is not offered elsewhere in Angus. Access to these Funds has proved very successful in the past couple of years.

PERFORMANCE OF TET

TET continues to meet the current demands placed on its service.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Clackmannanshire Works Employability
Local Authority Area	Clackmannanshire
Name of Contact Person	Debbie Carter
How is the Working for Families project funded/how much (£) in your area?	ESF/ERDF/FSF – priority 5 Around £500,000
What is the eligibility criteria?	Adheres to ESF eligibility – does not deal with school leavers
How do you provide support relating to childcare?	Individual assessment of need. There are 2 elements – Job broker and key worker. Key worker – childcare sourced by the parent. Barrier free fund is flexible but must adhere to ESF e.g. uniform but no interview clothes
Who are your key delivery partners?	SDS LA College Health partners
What promotion/advertising do you undertake?	No promotion at present. However, already a waiting list. Have done press/events/materials
What are the key issues for the service in your area? Are there any barriers to delivery?	Continuity of funding Staffing due to uncertainty

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

The demand for childcare has dropped and there are less women applying, which suggests that as the programme is not specific to families – women may not be aware of it.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Dumfries and Galloway Council's Employability Service
Local Authority Area	Dumfries and Galloway
Name of Contact Person	Dawn Redpath
How is the Working for Families project funded/how much (£) in your area?	Previously Fairer Scotland Funding - now mainstreamed following removal of FSF ring-fencing. Approximately £213k of direct staff costs and £50k of client support funding available in 2010 /11.
What is the eligibility criteria?	Marginalised people seeking employment. To include long-term unemployed, those with mental health or substance issues, criminal records or lone parents as well as those in top 15% SIMD areas. Referrals considered on a case by case basis according to need.
How do you provide support relating to childcare?	Signposting to provision, accessing other childcare related funding streams and part funding childcare for time limited periods.
Who are your key delivery partners?	Vast range of partners on the ground includes: Job Centre Plus DWP contractors Skills Development Scotland Colleges Financial advice services Health partners Apex Community learning and Development Childcare agencies Local Deprived Area Funding Service

<p>What promotion/advertising do you undertake?</p>	<p>Limited at the moment as the service is newly launched. Promotional networking events planned at local level between referring agencies.</p>
<p>What are the key issues for the service in your area? Are there any barriers to delivery?</p>	<p>Changing welfare landscape under new government means that it is difficult to establish clear parameters for service without knowing how new policies will evolve. The service needs to complement the government's planned welfare provision and support the most vulnerable to access work opportunities. Big DWP 'Work Programme' contracts that are planned are likely to mean that 'new' services are imposed on us through large main contractors with little experience of the D & G employability landscape.</p>

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment.

Within the new government's focus it is likely that the service will now need to look more closely on evidencing impact relating to moving people from welfare benefits into training or employment. This change in emphasis is likely to mean that the service will not be able to work with low wage families (not on benefits) to the same extent as previously.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Dundee Employability Programme/Pipeline
Local Authority Area	Dundee
Name of Contact Person	Diane Milne
How is the Working for Families project funded/how much (£) in your area?	Fairer Scotland Fund, LA ring fenced, ESF Match funding. Funding finishes March 2012 09/10 FSF – 184100 09/10 ESF – 87600 Deprived area funding will not be continued. The Barrier Free Fund (£35,000) can help anybody with costs that otherwise would be a barrier for gaining employment. This can include – expenses/clothes/groceries/fuel or money for someone going self employed.
What is the eligibility criteria?	Focus on ESF – unemployed with multiple barriers i.e. childcare, convictions, lack of qualifications, lone parent
How do you provide support relating to childcare?	Childcare Subsidy Fund for individuals or organisations. Individuals – receive money advice to ensure that they are in need of fund. When individual starts work, money can be provided for a deposit for nursery and 1-2 weeks of childcare, whilst child tax credit is arranged. Money is transferred direct to the childcare provider. There have been issues with colleges not funding childcare places during the holidays. Organisations – providing parenting skills/dads groups, with an employability focus for a maximum of 4 children
Who are your key delivery partners?	One parent family, Apex, Social Workers. There are around 30 providers throughout the pipeline, including JCP, NHS, Dundee

	college
What promotion/advertising do you undertake?	<p>Website with “Discover Opportunities” brand, with links for where information can be found.</p> <p>There is the 1st stop shop, based in the city centre, which has staff from JCP/NHS/MCMC/JAP/money advice</p> <p>Leaflets/flyers and word of mouth are also used.</p>
What are the key issues for the service in your area? Are there any barriers to delivery?	<p>Progress has been made with the common needs assessment, which means client only needs to tell their story once.</p> <p>Progress has also been made with childcare providers offering a more flexible service, which supports shift work etc.</p> <p>Issues: budget uncertainties.</p> <p>Clients moving in and out of employment request numerous childcare funds. However, there is a limit to how much/often they receive this.</p> <p>Financial capability is a key issue.</p> <p>JCP have withdrawn their Discretionary fund, which has put extra pressure on the Barrier Free Fund.</p> <p>Barriers: lack of provision, especially at the end of the process.</p> <p>Difficulties of getting into work. Dundee has a 55% target and of those, 70% aim to remain in sustained employment. Dundee currently has 1800 clients going through the pipeline.</p> <p>Parents expectations are also a barrier.</p>

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Dundee Working for Families Project, Money Advice Service
Local Authority Area	Dundee City
Name of Contact Person	Craig Mason
How is the Working for Families project funded/how much (£) in your area?	Our project is funded through Dundee Partnership (£48,152), and ESF (£14,530) It is aligned to the Working for Families Project in Dundee which has a much larger overall budget and funds link workers within different family orientated organisations.
What is the eligibility criteria?	Clients must be in one of the following groups and be resident in Dundee <ol style="list-style-type: none"> 1. Jobless young people in NEET (age 16-20) 2. Jobless adults suffering long term or serial joblessness 3. Jobless Lone Parents 4. Jobless adults with mental health problems or learning difficulties 5. Jobless adults with physical health problems or disabilities 6. Jobless people age 50+
How do you provide support relating to childcare?	We assist our Working for Families Project staff in relation to income and expenditure schedules, income maximisation and assessment of alternative funding options. This helps them to make informed decisions in relation to childcare subsidy and barrier

	<p>free funding of clients. In addition income maximisation, better off calculations, tax credit information and assistance, together with a full money advice service helps to assist clients generally with achieving childcare viability and ability to plan in-work childcare longer term.</p>
<p>Who are your key delivery partners?</p>	<ul style="list-style-type: none"> • Working for Families Project Link Workers • Dundee Employability Pipeline Partners • Social Work Department Service Users looking to re-enter work
<p>What promotion/advertising do you undertake?</p>	<p>Leaflets together with locally developed website advertising</p> <p>www.dundeeadvice.org</p> <p>www.discoveropportunities.org.uk</p>
<p>What are the key issues for the service in your area? Are there any barriers to delivery?</p>	<p>Employability activities in Dundee have continued to develop strongly within Dundee over the past few years with a good network of organisations working better together with improved working links. Our project's focus however is on reducing financial barriers to work. This is achieved by offering benefits and debt advice to make work financially viable for the client, sustaining their financial capability long term and reducing their levels of indebtedness through negotiated repayment schedules and continued income maximisation when they enter work.</p>

	<p>This work is critical to ensure clients entering work remove their financial barriers and increase their confidence about taking up and sustaining work. It is essential that they receive good quality free, independent advice which is not geared simply towards a simple employment transition which might fail. Benefits, tax credits and debt advice ensure long term viability of employment choices and help to sustain employment by ensuring that advice is also delivered if and when things go wrong after they have taken up work.</p> <p>Delivery is complicated by agencies professing to offer full debt or benefits advice where the reality does not often meet standards that are competent. This is particularly the case with debt advice where options need to be fully explored with the client over time to meet their long term household needs and not merely the exigencies of the presenting problem. (As an example we have seen clients wrongly referred for sequestration where this would adversely affect their future employability, including one accountant who would have been hard pressed to find a position in his field if he had chosen sequestration). Bad advice in such circumstances can often be worse than no advice at all.</p>
--	---

	<p>Another key issue is the desperate need to assist the high number of clients presenting with mental health problems who cannot move directly into mainstream employment. Routes need to be offered which allow better stepping stones into training, education, volunteering or useful engagement. Mainstream services often do not cater well for such clients although there are some clear exceptions (e.g. Working Towards Health). More provision of such services is urgently required especially as planned Employment and Support Allowance migration will soon lead to high numbers of clients being found fit for work as they fail to pass the new medical tests for benefit.</p> <p>One operational difficulty we have noticed in recent years concerns reliance on supplementary ESF funding which often leads to a high administrative burden on organisations running projects tackling employability barriers. This administrative burden can at times mean that the project's efforts are adversely affected by high numbers of audits and excessive regulation around claims and compliance.</p>
--	---

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Working for Families <ul style="list-style-type: none"> - Working for Families Adviser Service - Working for Families Childcare Grants Programme
Local Authority Area	City of Edinburgh Council
Name of Contact Person	Vivienne Robinson
How is the Working for Families project funded/how much (£) in your area?	Fairer Scotland Fund until March 2011 Approx. £750,000 though there is a projected underspend due to ongoing carry forward etc
What is the eligibility criteria?	Lone parents, parents in low income households and parents with additional barriers to progression
How do you provide support relating to childcare?	<p>1:1 Adviser Service, based in local communities, targeting client group in partnership with Community Learning/Family Learning, Health, Voluntary sector etc</p> <p>Advisers meet parents on referral, go through assessment, help define goals and arrange childcare, transition, training funding as required to facilitate transition to work, training or to support intermediate employability activities, i.e. job interviews/search/CV help.</p> <p>Advisers will help the parent identify suitable childcare in their area and arrange to cover the first 4-weeks costs</p>

	<p>for parents making a major transition to work/training or to help them sustain their employment outcome in event that pre-existing care arrangements have broken down. The key barrier for many parents is the challenge of finding the costs for the first months childcare, paying deposits etc when moving from benefits to paid employment</p>
<p>Who are your key delivery partners?</p>	<p>We deliver the adviser service directly from Employability and Skills Team, City of Edinburgh Council. However we work closely with colleagues in Children and Families, Health services and voluntary sector agencies to ensure outreach to young parents groups, support projects etc</p>
<p>What promotion/advertising do you undertake?</p>	<p>Website, presence at local community learning fairs, adverts in council wide A-Z booklet, delivered to every household in city; leaflets distributed to all local authority nursery schools, child and family centres, libraries, social work offices etc.</p> <p>Team talks to key frontline services, i.e. neighbourhood social work teams</p> <p>Feature articles in Working Capital magazine</p>

	Public promotion via the team's mobile information unit, Get On
What are the key issues for the service in your area? Are there any barriers to delivery?	As a demand led service we experience for example significant increase in referrals at the start of college year. We are targeted to work with up to 650 new parents per year. Key challenges are helping parents with few qualifications and skills seek sustainable employment without first accessing relevant sectoral training.

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

- Lack of integrated childcare services across the city which can be a barrier for parents with more than 1 child; i.e. when an afterschool club is in a different location from a pre-school partner provider nursery
- Challenges for parents seeking to engage in short term community learning activities which could be beneficial in regards to developing employability skills [a private nursery will not be interested or able to accommodate a 2 year for 1 morning a week for 6 weeks for example].
- Costs of childcare for parents going to college to study for highers or take up ESOL provision when college are unlikely to provide childcare funds for this.
- Job opportunities and uptake by parents of agency managed vacancies, particularly in the care sector where hours and contract status can be variable, lack continuity and prove to be challenging for a lone parent who may need to have fixed childcare arrangements to be able to manage care commitments

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Working for Families
Local Authority Area	Fife
Name of Contact Person	Ian Murray
How is the Working for Families project funded/how much (£) in your area?	Since April 2008 the project has been funded from core Council budget and Fairer Scotland Fund, a % of this is then used as matched funding which attracts European Structural Funds as part of Fife's Community Partnership Programme. In 2010 –11 the funding package was as follows: Fife Council = £107,000 FSF= £353,000 ESF= £150,000
What is the eligibility criteria?	Lone Parents Low Income Families Families with other stresses
How do you provide support relating to childcare?	WFF in Fife work in partnership with Fife Council's Childcare & Early Years Services (CEYS) to administer and deliver this service on behalf of WFF. CEYS provide information and advice to clients, linking them to an existing childcare place which also involves setting up additional, more flexible childcare, providing financial assistance (e.g. paying one-off, 'upfront' nursery registration fees, paying for childcare while a parent attended education or training, or for a short time until tax credits came through). To formalise this partnership a Service Level Agreement has been agreed which includes the transfer of funding from WFF budget into CEYS budget to cover costs associated with service provided during the period April 2008 to March 2010.
Who are your key delivery partners?	Community Services, Childcare & Early Years Services Adam Smith College, Carnegie College, Jobcentre Plus and Voluntary Sector providers e.g. Gingerbread, West Fife Enterprise
What promotion/advertising do you undertake?	During March 2006 – April 2008 we have occasionally used adverts in the

	<p>press/magazines to advertise/promote the project in Fife to generate new client interest. As lead on the project since November 2008 I have evaluated the use of these and have established that they are too high a cost with very little return therefore no longer place adverts in the press. We have now re-directed our advertising money to promote the project via local community activity such as family fun days. The project does continue to use A5 leaflets, which are placed within local community venues etc however these are mainly by our Key Workers like business cards as they contain project contact details.</p>
<p>What are the key issues for the service in your area? Are there any barriers to delivery?</p>	<p>Biggest barrier is short term funding, as it is very difficult to do any long term planning for project delivery. This also has a impact on our Development Workers as it causes uncertainty on their employment prospects which could mean that you loose qualified staff as they look for more sustainable employment.</p>

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

The project does not specifically target activities in the SIMD datazones as it operates its business across Fife on an outreach basis. The WFF project provides client-focused support tailored to each individual's needs. The main support available to the client is provided by one of the seven Development Workers (DW). Each DW will help clients to improve their employability skills, and address childcare and other barriers standing in their way. Clients are helped to improve their employability by establishing goals and producing a personal action plan that links them to the various types of employability support available locally. Support includes personal development courses to boost confidence and self-esteem, education and training to improve skills and qualifications, careers advice, money advice, and work experience – all helping the client to progress towards or into work.

The project measures its success by the number of clients it engages with and the outcome of the journey they will travel as they progress towards or into work.

The project focuses its work on achieving 'Hard' and 'Soft' outcomes. Hard outcomes are achieved and recorded when a client makes a transition into employment or education/training or where they received help to sustain their existing employment or education course.

Soft outcomes are project activities that contribute to a client progressing towards employment. An example of an activity would be where a client has participated in a Personal Development Programme (PDP). PDP focus on the client's personal development and there is a significant part of this delivery that impacts positively upon the preparation of client's to move on and in shaping their attitude, as citizens, towards their communities and the opportunities therein.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Young Parent Project
Local Authority Area	Glasgow
Name of Contact Person	Shona Honeyman
How is the Working for Families project funded/how much (£) in your area?	Local Authority/Skills Development Scotland Funding agreed until March 2011
What is the eligibility criteria?	
How do you provide support relating to childcare?	Accessing childcare funding from other sources Flexible re cost/timing, but needs to be sustainable or lead to key progression. People centred service No discretionary fund. Support can be sought through local regeneration agency
Who are your key delivery partners?	Skills development Scotland/GCC Health Board
What promotion/advertising do you undertake?	GCC don't. operated through SDS. Clients come through referrals.
What are the key issues for the service in your area? Are there any barriers to delivery?	Funding Institutional barriers/access to training

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Working For Families Glasgow
Local Authority Area	Glasgow
Name of Contact Person	David Coyne
How is the Working for Families project funded/how much (£) in your area?	There is no discreet funding for Wff activity in Glasgow
What is the eligibility criteria?	N/A
How do you provide support relating to childcare?	<p>WFF had eight strands of activity in Glasgow as follows:</p> <p>Childcare Guidance Advisors – these workers provided employability advice to WFF clients (any parent). The posts were mainstreamed into the Glasgow Works Employability Programme and the focus is now Lone Parents.</p> <p>Childcare Mentors – These workers provided advice on seeking and sustaining childcare services. This service is no longer available.</p> <p>Childcare Fund – this fund for up front costs is no longer available.</p> <p>Money Advice – This dedicated service which specialised in complex “better off” calculations and support to those in work is no longer available.</p> <p>Young Parent Project – This provides key worker support to young parents and is surviving on year to year funding from GCC and Glasgow Works.</p> <p>Rosemount Lifelong Learning – RLL survives as an organisation providing a holistic service to many parents and children. No dedicated funding stream exists and the organisation budgets year to year.</p> <p>Childcare Works – this provided an ILM scheme for Childcare staff. It no longer operates.</p> <p>Sitter Service – this at-home childcare service is operated by One Parent Families Scotland. It has no dedicated funding and its future is uncertain.</p>

Who are your key delivery partners?	N/A
What promotion/advertising do you undertake?	None
What are the key issues for the service in your area? Are there any barriers to delivery?	The service has not existed in a separate form for two years. Parents seeking employment are able to access advice and support from mainstream services operating in the City. The School Gates Initiative provides some services in around 30 Primary and Nursery schools in the City.

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Scottish Government Working for Families Scoping Exercise, September 2010

Title of service	Inverclyde WFF
Local Authority Area	Inverclyde
Name of Contact Person	Shaun Lundy
How is the Working for Families project funded/how much (£) in your area?	Folded childcare and employability activity into Fairer Scotland Fund and ESF programme, WFF as a badge or identity does not exist. Annually we spend £235k on childcare alone to support training and employment, however, we allocate considerable resources to employability in this current financial year we have a total of 11 projects delivering £2,25m.
What is the eligibility criteria?	Various criteria for various programmes
How do you provide support relating to childcare?	Out of school and wraparound provision but also childminding support both to clients and to raising volume of childminders registered in Inverclyde.
Who are your key delivery partners?	Currently employability contractors are based in the public or voluntary sector.
What promotion/advertising do you undertake?	A wide range
What are the key issues for the service in your area? Are there any barriers to delivery?	Key issue is future funding in current climate and delivering an integrated programme

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Working for Families in Inverclyde was a great success, with over 1000 families supported through programme delivery and significant outputs for individuals achieving employment and training.

In 2008, WFF was incorporated within FSF and we moved forward with the delivery of that programme. However, several key aspects of the WFF programme were continued including the following

Flexible childcare, Key worker model, Established partnerships.

The overall impact was significant, several areas of good practice are the additional legacy of WFF.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Working for Families
Local Authority Area	North Ayrshire Council
Name of Contact Person	Isobel McLaughlan
How is the Working for Families project funded/how much (£) in your area?	<p>2004-2006 Scottish Government - £1,000,000</p> <p>2006-2008 Scottish Government - £1,000,000</p> <p>2008-2009 Fairer North Ayrshire Fund (Community Planning Partnership)- £1,000,000</p> <p>2009 – 2010 Fairer North Ayrshire Fund (Community Planning Partnership) – £743,762</p> <p>2010- 2011 Mainstream funded by North Ayrshire Council - £451,065</p>
What is the eligibility criteria?	Any parent within North Ayrshire (joint income of £18,169) entering employment or assisting to sustain employment
How do you provide support relating to childcare?	<p>Assist with 100% of childcare costs for an agreed timescale, providing contact information for childcare providers i.e. costs and availability.</p> <p>The timescale depends on the costs of childcare, (each clients has a childcare budget) also there is a timescale of 6 months for a client.</p>
Who are your key delivery partners?	Jobcentre Plus, Employability agencies, local nurseries, childcare providers, voluntary sector, and Small Business Gateway.
What promotion/advertising do you	Leaflet drop in all local amenities within

undertake?	North Ayrshire, advertising in local papers, local radio and partnership working/events and word of mouth from clients and childcare providers
What are the key issues for the service in your area? Are there any barriers to delivery?	<p>Key issues:-</p> <p>Insufficient notice - Staff rotas to predict childcare needs.</p> <p>Unsociable hours/weekend work – cost of childcare.</p> <p>Unrealistic/unfair employers – not considering childcare issues.</p> <p>Barriers:-</p> <p>The Income Threshold incurred by Inland Revenue.</p>

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

- Working for Families in North Ayrshire Link Advisers provide assistance to clients with CV, job search and application forms.
- Provide “drop in” service to clients with the Outreach facility in the local community.
- Provide “vouchers” (in conjunction with childcare) for clients awaiting 1st wage.
- Provide an “Aftercare service” to clients ensuring the transition into employment or sustaining employment is maintained.
- Access to Income Adviser who provides impartial and confidential advice on a range of money/benefit/debt and financial issues. Also provides a holistic service providing in work benefit entitlement and the “better off” position for people entering or sustaining employment.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	North Lanarkshire's Working
Local Authority Area	North Lanarkshire Council
Name of Contact Person	Greig Robson
How is the Working for Families project funded/how much (£) in your area?	When ring-fenced WfFF monies ended, the service were integrated into the mainstream employability service where possible. Therefore putting a figure to WfFF is more difficult. However some examples of services to the client group Childcare Development Fund - £150k a year 2 Childcare key workers – circa £60k a year
What is the eligibility criteria?	North Lanarkshire's Working attempts to support any unemployed resident with multiple barriers to employment. Focus is on longer term unemployed, lone parents, ex-offenders, those with health issues, MCMC.
How do you provide support relating to childcare?	Childcare Development Fund – funds childcare during any of our training programmes. Funds first 6 weeks of childcare when someone enters employment. Childcare key workers provide specialist support to help people find suitable childcare.
Who are your key delivery partners?	Routes to Work Ltd provide the management of the childcare fund and the childcare key workers.

	<p>The wider partnership all play a role in assisting parents – colleges, debt and money advice, NHS health support, literacy and numeracy etc.</p> <p>We also have an engagement fund for the voluntary sector to bid into to deliver specialist support to key groups. Women's Aid have successfully bid to engage and progress females with barriers to employment in this round.</p>
<p>What promotion/advertising do you undertake?</p>	<p>North Lanarkshire's Working is heavily promoted through a number of ways –</p> <ul style="list-style-type: none"> Local and national press Website Door drop leaflets Events Media campaigns <p>One the key themes of the campaigns has been around the benefits of employment to parents and families.</p>
<p>What are the key issues for the service in your area? Are there any barriers to delivery?</p>	<p>We would always like to engage more parents. The jobs market has clearly impacted on parents likelihood of taking a decision to return to work.</p> <p>Employment practices continue to be an issue – recent programmes with the hospitality sector has demonstrated that there remain sectors who struggle to provide family friendly career options.</p>

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment:

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	The Environment Service, Economic Development
Local Authority Area	Perth & Kinross Council
Name of Contact Person	Shelley Huggins
How is the Working for Families project funded/how much (£) in your area?	We do not have any Working for Families monies in this local authority area
What is the eligibility criteria?	
How do you provide support relating to childcare?	
Who are your key delivery partners?	
What promotion/advertising do you undertake?	
What are the key issues for the service in your area? Are there any barriers to delivery?	

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Routes To Inclusion
Local Authority Area	South Lanarkshire
Name of Contact Person	Anne Shiels
How is the Working for Families project funded/how much (£) in your area?	Around £300K – although it is not specifically labelled Wff and covers a range of delivery (similar to what it was when the funding came through WFF) e.g. Substance misuse/young parents/parents with health or disability issues
What is the eligibility criteria?	Parents seeking to return to work/training/education, primarily residing in worst 15% datazones
How do you provide support relating to childcare?	We look at who is able to fund it e.g. JC+/specific projects and where no other funding is available we use enablement funds to support this
Who are your key delivery partners?	Voluntary/Private Sector
What promotion/advertising do you undertake?	Community based promotion of services- through networking events and building on referral sources
What are the key issues for the service in your area? Are there any barriers to delivery?	Finance – continuity of funding (as well as the whole menu of offers available) Unknown Landscape – i.e. the changes in services etc from all public sector bodies e.g. SDS/Colleges/Council and the capacity of the voluntary sector to continue to deliver and support if their resources are cut- also local/community based voluntary organisations facing

	<p>competition from National voluntary organisations as the struggle for survival increases.</p> <p>Fatalism – given the depressed labour market many fear they cannot compete so don't put themselves forward.</p> <p>Benefits changes – Lone Parent rules etc, ESA – are making many fearful that if work doesn't pay then they will face further disadvantage in returning to benefit</p>
--	--

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment

Working For Families was a hugely successful model of intervention and support. When the funding was withdrawn the brand etc was absorbed into our mainstream delivery – this means it does not have the focus it previously enjoyed. Our programme delivered significant results for the particularly vulnerable and disadvantaged groups. We continue to monitor the status of individual i.e. parent lone parent no & ages of children.

However, a number of factors will have a bearing on how parents are supported into to employment

- the current economic climate – availability of jobs/college/uni places/training ,
- The WorkProgramme
- Changes to benefit & tax rules – more compulsion
- Spending cuts & the impacts on other services to support working parents e.g. afterschool activities/availability of affordable child care/other help support- i.e. barrier removal services.
- Impacts of cuts on voluntary sector will affect the range of support available also the reduced local delivery infrastructure.

Scottish Government Working for Families
Scoping Exercise, September 2010

Title of service	Community planning partnerships West Dunbartonshire Employment Programme (WDEP) - 'Make it Work' Key worker Project.
Local Authority Area	West Dunbartonshire Council (WDC)
Name of Contact Person	Nicola McLean – Economic Development Officer (Employability). Michael Gill – Employability Manager.
How is the Working for Families project funded/how much (£) in your area?	<p>WDC have not continued the previous Wff programme but have continued with the successful Wff WDC key worker model.</p> <p>The WDEP delivers support to all clients who are West Dunbartonshire residents and are unemployed / workless. This includes the previous Wff eligible clients, such as families, lone parents etc in order to address barriers to employment, however is not “branded” as Working for Families. The WDEP is branded as ‘Make it Work’ in West Dunbartonshire.</p> <p>The key worker project is the central element of the WDEP with overall responsibility for case management of WDEP clients. Each client is allocated a designated key worker to ensure that they are linked to the most appropriate parts of the WDEP, in line with their individual needs. The WDEP manages a client’s journey through ‘Westlink’ Employability Management Information System. Through ongoing client monitoring, Key workers also identify those clients potentially falling out of the programme.</p> <p>The key worker project has continued to offer clients financial childcare support through the childcare subsidy fund which is funded through the fairer Scotland Fund.</p>

	<p>The WDEP is funded through European and Fairer Scotland Funding, the total project costs are £4,026,128 (2008 /2010).</p>
<p>What is the eligibility criteria?</p>	<p>The WDEP is primarily focused on moving clients into and towards employment, education/ training. In order to register with the WDEP clients must be West Dunbartonshire residents who are unemployed / workless and are looking to move into or towards employment, education or training.</p> <p>Key workers identify clients who could benefit from childcare subsidy support.</p>
<p>How do you provide support relating to childcare?</p>	<ul style="list-style-type: none"> • Key workers support clients to source and arrange suitable childcare if they have a job offer or are attending training. • Financial support through the childcare subsidy fund covering 100% costs. • Childcare Subsidy is paid direct to the clients chosen childcare provider.
<p>Who are your key delivery partners?</p>	<p>WDEP delivery partners are WDC Social Work, Skillseekers unit, Criminal Justice, Lennox Partnership, Ontowork (local not for profit economic development companies), Alternatives (WD community drug service, Community Renewal (neighbourhood outreach project). The WDEP works in close partnership with JC+, WD CVS, SDS, WD Careers and other local agencies many of whom have signed up to the 'Make it Work' partnership agreement.</p>
<p>What promotion/advertising do you undertake?</p>	<p>All WDEP projects use the 'Make it Work' logo. The make work freephone number is staffed by key worker project staff. All marketing information is distributed regularly to local partner agencies on an ongoing basis.</p> <p>The childcare subsidy fund is advertised by the key workers and by all WDEP partner staff, with all client referrals made</p>

	direct to the key worker project.
What are the key issues for the service in your area? Are there any barriers to delivery?	<ul style="list-style-type: none"> • High levels of deprivation within WD area. • West Dunbartonshire has the second highest rate of unemployment along with East Ayrshire, Dundee City, and North Lanarkshire at 5.4%. There are 3,450 people claiming JSA in West Dunbartonshire (figures at 23rd Aug 2010). Unemployment remains at more than twice the Scottish average in 4 of West Dunbartonshire wards. • The current Childcare subsidy budget was projected in line with the success of previous WDC Wff c/c subsidy as this childcare subsidy funding allocation was fully utilised between 2004/08. There has been a considerable under spend on childcare subsidy spend within our area, this could primarily be down to the economic downturn. It has also recently been identified that local JC+ (through ADF) can also offer childcare support to loan parents in our local area for those who are moving into training. • Uncertainty of future WDEP funding.

Opportunity to add anything else you would like to relating to Working for Families/supporting families access and sustain employment