

COMMON ASSESSMENT FRAMEWORK TRAINING

Session 2: Approaches to Employability

Service Delivery Challenges

- **Probably a large number of clients with serious issues**
- **Clients are nonetheless very varied (see chart 1)**
- **As a consequence, some clients needs many services and others only one**
- **The challenges are:**
 - **To ensure all relevant services available when needed**
 - **To allocate or signpost clients to services they need when they need them**
 - **To create a service delivery framework which makes it easy for clients to find the right service and move between them**
- **Need to create the required conditions that will take longer term unemployed clients into sustainable employment (see chart 2)**

Chart 1: INCIDENCE OF MULTIPLE BARRIERS

Number of Significant Barriers	%
0	5
1	14
2	12
3	13
4	28
5 or more	28

Chart 2: CLIENT VARIABILITY

Barriers	Clients				
	1	2	3	4	5
Low skills	✓			✓	✓
No qualifications				✓	✓
Poor health				✓	✓
Criminal record				✓	
Addiction				✓	✓
Area stigma			✓		✓
Low esteem					✓
Carer		✓			✓

An Example Of A Pipeline Approach

- **A number of localities are adopting pipeline approaches**
- **This can help**
 - **Joining up of services and plugging gaps**
 - **Cater for client diversity**
- ***North Lanarkshire's Working* staged model designed to**
 - **Assist organisations to understand their role in the pipeline to work**
 - **Ensure key workers are clear when a referral should be made and that client gets appropriate services at the right time**
 - **Allow agencies to measure how they help people progress towards employment**
- **Builds on the 4 stages used to track clients developed by Workforce Plus (see next slide)**

LANARKSHIRE'S STAGED MODEL

Stage 1	Stage 2	Stage 3	Stage 4
Not job ready, no routine or social connections	Not job ready – barrier removal	Job ready – work preparation	Employed
<i>Not able to sustain employment and undertakes a series of activities to engender routine with others</i>	<i>Not ready to get or sustain employment and undertakes one or more activities around job critical skills gaps: key work skills, attitudinal skills, personal skills or practical skills</i>	<i>Ready to get and sustain employment and undertakes one or more activities to access the right opportunity and may continue to undertake activities to address skills gaps</i>	<i>Enter employment and undertake one or more activities to support sustained employment</i>

Assessment And This Approach

Consider these questions for your local area

- **Is such a pipeline identifiable?**
- **At what parts of the pipeline does assessment take place?**
- **How might assessment change as the client progresses towards a job?**

Developing Appropriate Referrals

Know what is appropriate for different clients depending on the 'stage' they are at

- **Stage 1 – *Not job ready no routine or social connections***
 - Counselling, guidance, advice, personal development, health intervention
- **Stage 2 – *Not job ready, barrier removal***
 - Guidance and advice, personal development, childcare, debt, money advice, literacy and numeracy, health interventions
- **Stage 3 – *Job ready, work preparation***
 - Vocational programme, job search, work experience, childcare
- **Stage 4 – *Employed***
 - In work support, job coaching

Looking at your Approach

- **Consider these questions for your local area**
- **To what extent are your services working well together to move clients from not being ready to work to employed?**
 - **What are the strengths of your approach?**
 - **Where could there be improvements?**