

North Lanarkshire's Working: Employability Pipeline

North Lanarkshire's Working has been operational since 2008 and offers a joined up pipeline of services to support people back into work. North Lanarkshire Council leads the partnership of agencies and is the main funder of services along with EU Structural Funds. Other key partners are: Routes to Work Ltd., the NHS (Salus), three colleges, Voluntary Action North Lanarkshire, Skills Development Scotland and DWP (Jobcentre Plus).

The service has been extremely successful, supporting over 1000 people back to work each year. Key to that success has been:

- A coherent funding model (pot of CPP funds then distributed strategically based on agreed priorities)
- A clear customer offer and understanding of each partners role in this
- Joined up bids for new funding (bid as partnership rather than compete)
- A co-ordinated employer engagement approach (all partners now offering Youth Investment Programme wage subsidy funded through Opportunities for All)
- A common customer tracking database and sharing of data amongst partners for customer benefit
- A Key Worker model to make sure services join up on the ground

The success of the model has been further evidenced by successful involvement in outcome based payment contracts such as Training for Work and the DWP's Work Programme, with performance comparing favourably to industry leaders.