

Employability in Scotland



BASES Customer Journey Workstream

Hanlon Case Study

In April 2008, North Lanarkshire's Working (an employability partnership including North Lanarkshire Council, Routes to Work, voluntary sector organisations, the college network and NHS Lanarkshire) launched an MI system to monitor individuals that it supports through its various employment programmes.

At both a national and local level, therefore, there was a drive towards organisations and partners to work together for the benefit of those seeking employment and training. Organisations in North Lanarkshire's Working had previously used their own internal systems, but with all partners now working together in a partnership approach to delivering services, a common system would need to be developed.

The new MIS system would also help support a strategic drive to overcome some strategic issues which had been identified in a 2007 evaluation. For example, there were a number of successful employability projects in North Lanarkshire, but little evidence of referrals between these projects and partners. Individual projects meant that there was a lack of consistency in branding and language and the landscape to individuals accessing support could be complex and confusing.

The MI system meant that each individual receiving employment support had one record which can be accessed by the projects within North Lanarkshire's Working. When registering with North Lanarkshire's Working, individuals must sign a Registration form which provides consent of their information to be shared for the purposes of employment and training. This form also captures the data required for CPP claims and other relevant information.

Whatever your barriers are to work, NLW can help

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On signing this form, individuals could then be referred automatically between projects. This makes the referral process more efficient as the receiving organisation, having access to the client record, is able to see the type of barriers to employment the individual is facing and also any recent activity and aspirations.

Sharing participant records and information has also improved the management and delivery of North Lanarkshire's Working. For example, in late 2008 and early 2009 as the financial crisis deepened, there was a notably large spike in referrals to debt and money advice services. Similarly, the recession started to affect more young people disproportionately, and saw more short term JSA individuals looking for support. The system captured all of this intelligence and therefore allowed the Service to respond accordingly and quickly.

**If you would like further information about this
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