

Employability in Scotland



Case Study

Jobs & Business Glasgow: Roma P5 Employability Project

BACKGROUND

Roma Employability Project offers a service that will engage with people from the Roma Community resident in Glasgow. Through this project eligible clients are provided with a range of advocacy support that will assist them to gain access to appropriate services that will stabilise their lives. The project encourages clients to access mainstream employability service provision that will improve their ability to capitalise on training and employment opportunities and assist them to compete for work in the current labour market in Glasgow. The Team deliver the service from a base in Samaritan House. The project covered the period from the 1st of December 2011 to 31st Dec 2013.

WHAT WERE THE AIMS AND OBJECTIVES OF THE PROJECT?

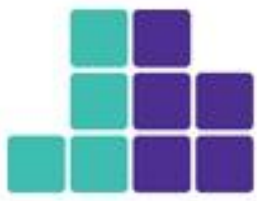
The service helps to stabilise the lives of people from the Roma community and assist them to deal with a range of issues that prevent them from focussing their efforts on securing employment. The support provided will assist people from the Roma community in:

- Making choices about how they access and receive service;
- Asserting and securing their rights;
- Understanding procedures and policies and representing their views;
- Playing more active role in the community; and
- Progressing toward employment.

WHAT HELP DID THE CLIENT RECEIVE ALONG THEIR EMPLOYABILITY JOURNEY?

Liaising with local schools (and home-link worker)

- Supporting people to search for available schools
- Information and delivery of ESOL training
- Information and training on other courses: forklift, CSCS card



- Information on ILA and bursary
- Support completing application forms

Support with job searches

- CV preparation
- Translation of documents
- Support with Worker's Registration Scheme
- Tax issues: returns for employees, self-employed, tax refunds
- NI issues: applying for NI number, NI contributions for self-employed people, lost NI numbers
- E301 application forms (when people are leaving the country)
- Liaising with recruitment agencies and employers.

Information on arrears

- Fraud
- Debt
- Liaising with debt collection agencies
- Opening bank accounts (including accompanying service users to the bank)
- Loan issues.

Supporting clients to registering with GP

- Organising doctor's appointments
- Translating medical information
- Liaising with hospitals.

Liaising with housing associations to complete applications

- Liaising with letting agencies (around pest control, furniture, reparations, utilities, arrears, destitution)
- Liaising with private landlords
- Accommodation searches
- Contacting utilities companies
- Liaising with phone companies, internet, sky, TV licence, satellite
- Housing benefit & council tax benefit.

Supporting clients to apply for benefits such as tax credits, child benefit, in work benefits etc.

- Liaising with DWP and HMRC
- Writing letters, making phone calls, appeals, arrears, HMRC visits.



Supporting clients to apply for residency cards

- Habitual residency tests
- Citizenship
- Liaising with embassies
- Locating missing important documents such as passports or birth certificates for example, lost in the post, retained by Home Office or DWP

WHAT STAKEHOLDERS WERE INVOLVED IN THIS PROJECT?

- Glasgow City Council
- Crossroads
- Govanhill Law Centre
- Govanhill Development Trust
- Govanhill Housing

WHAT WERE THE KEY OUTCOMES FOR THE CLIENT?

Outcome	Target	Actual
Engagement	350	581
Into Work	15	53
Into Education / Training	26	50
Gaining a Qualification	105	131
Sustaining Employment (26wks)	8	21

WHERE WERE ANY CHALLENGES WITH THE PROJECT?

The main challenges were poor levels of English and Literacy, and lack of qualifications

WHAT LESSONS HAVE BEEN LEARNED FROM THIS PROJECT?

Engagement

- 581 clients have progressed along Employability path-way
- Clients have helped to raise awareness of Employability support within their community

Addressed Client Needs

- Advocacy and Debt issues have substantially reduced
- Increased awareness of Roma Client skills and desire to work
- Demand for Romani interpreters, not to mention enhancing existing Czech and Slovak provision was met.



English Levels Improved the impact of which goes beyond just employability.

- English Levels increased through ESOL and volunteering opportunities.

Clients have gained qualifications. For this community this is a significant achievement.

- Client skills developed through training and personal development and are now self-sufficient using Computers, Completing Forms etc.

Clients are completing work experience and volunteering programmes which gives them greater experience for the world of work, especially utilising their language skills.

They can showcase skills to potential employers and make them more competitive in the labour market.

WAS THERE ANYTHING UNIQUE ABOUT THIS PROJECT?

Jobs and Business Glasgow adapted their service to meet needs of clients, due to poor levels of English and poor Literacy Levels. They maximised on hands on training, through volunteering, work placement to showcase client's skills/abilities to potential employers, but also to develop client's English levels through integrating with other colleagues etc.

- Clients can now support their children with homework
- Clients can independently access other support/services

CLIENT CASE STUDY - LADISLAV BALOG

Client Says:

I registered with JBG in April 2013 as I had recently been made unemployed. I had been working for a recruitment agency in a factory environment working constant night shift, I wasn't happy doing this job but I needed the money for bills and rent. My partner and I were renting from a private landlord and our rent was very high. I studied Linguistics at University in Slovakia and am fluent in Hungarian, Czech, Slovakian and English and my ambition was to get a better job, I did not want to work in a factory environment for ever.



Jobs & Business Glasgow

Improving Skills, Promoting Enterprise

At my third meeting with my advisor we discussed voluntary opportunities within Jobs & Business Glasgow as my English was very good. I volunteered for 6 weeks at the Roma project in Samaritan House and I learned a lot and thoroughly enjoyed the process. I was offered a short term (waged option) with JBG as Roma Project staff member on 21st May 2013.



Since then I have continued to support project staff and clients in all aspects of our service provision, this also includes supporting training sessions which led to clients achieving qualifications in Food Hygiene, CSCS, Health & Safety, GOALS and using machinery in Cadder Housing Association.

During my time working with the project I have developed a wider understanding of employability issues and developed new skills. I have also moved in to a tenancy with a local Housing Association. My life is much better now, I am happy with my work and I am more settled.

Advisor Says:

It has been my pleasure to support Ladislav in his journey from being a client to becoming a valued member of staff. Ladislav is committed to continuous personal development and has achieved a range of skills and qualifications.

If you would like further information about this Project please contact Cathy Noble:

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For more case studies please visit the Employability Learning Network at
www.employabilityinscotland.com

The views expressed in case study are those of the participants and are not necessarily shared by their employers or the Scottish Government



**The Scottish
Government**

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