

# National Delivery Group

## Note of Meeting

2<sup>nd</sup> September 2015

The Prince's Trust Wolfson Centre | 15 Carlton Court | Glasgow | G5 9JP

### **Welcome and Introductions: Prof. Alan McGregor**

Alan opened the meeting and thanked all for attending this meeting of the NDG, giving special thanks to the Princes Trust for hosting this meeting in their new centre., and allowing the use of their new facility.

Alan also thanked Roseanna Cunningham – Cabinet Secretary for Fair Work, Skills and training - for being present to open the meeting and speak to members regarding the new employability powers being devolved to Scotland.

### **Scotland's Future Employment Services: Scotland's Vision Roseanna Cunningham, Cabinet Secretary for Fair Work, Skills and Training**

The Cabinet Secretary provided an overview of the employability powers being devolved to Scotland from April 2017. From this date, Scotland will have the power to design and deliver its own employability services for disabled people and those at risk of long-term unemployment.

The Cabinet Secretary noted:

- That this presents a real opportunity for us all to consider how government can best help people find jobs – jobs that are good and fair.
- Over recent weeks she has met with individuals from across Scotland, who have first-hand knowledge of what it's like to be looking for work and how the support on offer has helped or hindered them on that journey.
- That discussion remain on-going however between the Scottish and UK Governments on the range and scope of powers to be devolved in the Scotland Bill, and that Scottish Ministers continue to push for the UK Government to fulfil their commitment to meeting the Smith Recommendations in full.
- In developing our future services in Scotland we have the opportunity to develop a *Scottish Approach* to helping unemployed Scots find sustainable and fair jobs, regardless of the specific barriers they may face, building on what works best in our existing employability services and networks.
- That the *Creating a Fairer Scotland: Employability Support* consultation, launched in July 2015, has been well received, and encouraged members of the National Delivery Group to respond to the consultation. The response to the consultation will be crucial in shaping future services in Scotland.

### **Scotland's Future Employment Services: Implementing Scotland's Vision Joanne Farrow, National Employability Partnership Lead, Scottish Government**

Joanne delivered a brief PowerPoint presentation, which covered in a more detail the work underway within the Scottish Government to develop replacement service(s) for Work Programme and Work Choice.

Questions were asked by those in attendance. Topics included timeframes for integration and alignment in the longer term, handling workload within the current timeframe and how the SG will reach out to the public regarding these changes.



### **Welfare to Work Devolution: lessons from North America and Europe, Professor Dan Finn, University of Portsmouth and the Centre for Economic and Social Inclusion**

Dan has been leading on, and shared details of some of his most recent research, into the challenges from the experience of welfare to work devolution in other countries, including Canada, the USA, Germany and the Netherlands. This covered greater accountability/responsibilities, differential management/delivery capacity, fragmentation, individual and area equity.

Dan also considered the implications of these research findings for future policy options in UK.



### **Table Discussion**

This session focused on some key questions to be considered in the design of Scotland's new employability support services.

The 4 questions were as follows;

- Prioritisation - who should we direct our new services to?
- How do we achieve both consistency and flexibility in delivery?
- What types of services work best for different clients?
- What's the right balance between progression and employment outcomes?

Feedback from these discussions are attached in Annex A

### **AOB and Close**

Alan thanked everyone for their attendance & input, and thanked the Princes Trust for hosting today's event.

## **Feedback from Table Discussions**

**Question 1** - Prioritisation - who should we direct our new services to?

- Clients with multiple barriers (Mental Health Conditions, disabled ex-offenders, young people, unemployed 5+ years)
- Unskilled people
- Former/Current addiction issues (drugs, alcohol)
- Employers (in-work support, mentors/coaches)

**Question 2** - How do we achieve both consistency and flexibility in delivery?

- 1-to-1 relationship with clients
- Minimum (Agreed) standards – dealing with individuals and in delivery
- Local flexibility within areas to deliver different services
- Use of employability pipeline to identify needs of individuals/local community
- Substantial contractual agreements/duration with service providers

**Question 3** - What types of services work best for different clients?

- Tailored services to meet individual needs/ on-going assessment with individuals
- Key-workers (for challenging clients/customers)
- Access to work
- In work support
- Financial package to support journey to employment

**Question 4** - What's the right balance between progression and employment outcomes?

- Milestone payments
- Job start/Job outcome fee
- Volunteering
- Assessment/Individual action plan
- On-going progression while in work
- Reduce tax-credit to reward employees