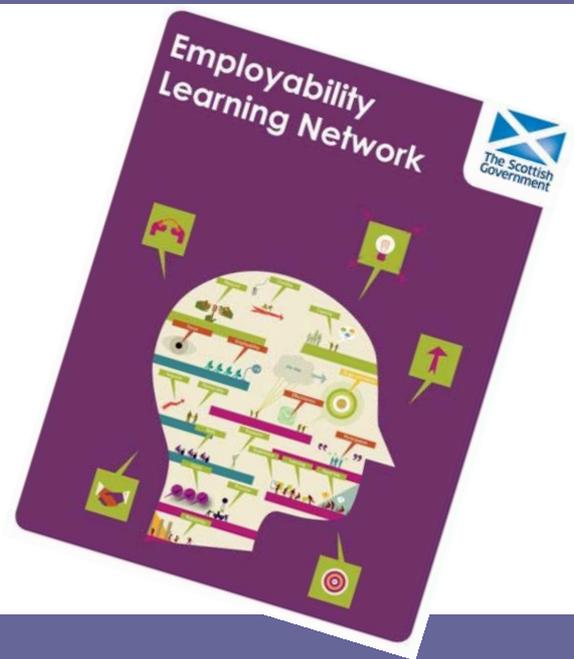


Employability & Tackling Poverty Learning Network



North Lanarkshire Council MIS Case Study

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Hanlon Management Information System

In late 2007, the North Lanarkshire Partnership was successful in its bid for European funding to support the new North Lanarkshire's Working Employability Service.

The new Service was created to support workless individuals in North Lanarkshire, where providers and partners would work together to remove barriers to employment for individuals as they start their journey towards employment.

At the same time, North Lanarkshire Council tendered a contract for a Management Information System that would support the new Service. In April 2008, as North Lanarkshire's Working went live, the Hanlon Client Tracking system was fully implemented across the partnership.

Today, there are over 140 users of the system. All users have received extensive one-to-one training and support from the Council's Regeneration Services. A team has now been set up to support partners in using the system and responding to any system issues or problems.



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Participants and Benefits

Hanlon has enabled partners to refer participants to each other, with Routes to Work Ltd as the main job brokerage organisation referring the most. Kate Clark, Operations Manager at Routes to Work Ltd said *"the Hanlon system has enhanced the partnership offering as we are able to simply and effectively refer participants to other members of the partnership."*

One of the most beneficial aspects for the participant is that they don't have to repeat their story to each of the partners that supports them; they only need to give their details to their key worker who updates the Hanlon system. As the system is centralised it also means that the participant doesn't have to register for each type of support they receive. This has benefited the partners as they work more closely together and it has had a positive impact on relationships between the organisations."

The Hanlon system allows for sophisticated reporting which has improved performance management across the North Lanarkshire Partnership, identifying areas where the employability service has been successful and also where it needs to improve.

The recent purchase of the Hanlon Enterprise system enables North Lanarkshire's Working to identify the businesses on the system that have recruited local workless participants.

Kate added *"without the Hanlon system we would have been unable to work as efficiently as we have done with our partners. Furthermore, we wouldn't have been able to track our participants and ensure that they remain engaged and active within the initiative."*

Future potential development of the system include hosting live vacancy RSS feeds that will assist job brokers and caseworkers find employment opportunities for individuals they are supporting.



Employability & Tackling Poverty Network

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

