

Working Capital



Meet the teams from the city's recruitment and skills centres



@WorkingCap_JUFJ



Councillor Kate Campbell, Convener of the Housing and Economy Committee

Welcome to the autumn edition of *Working Capital*

On page 6 we meet the staff in the city's Recruitment and Skills Centres – Fort Kinnaird, Edinburgh Airport and city centre based FUSE.

A number of high school pupils have been busy working with Skills Development Scotland to become My World of Work Ambassadors (page 2) and our younger citizens have been discovering the benefits of working in STEM industries on page 8.

Find out what 'work readiness' means from an employer's perspective on page 4 and you'll find an update from the August Joined Up for Jobs forum on page 5.

On page 10, we get a clear picture of the barriers facing those who are accessing our employability services and whether they went into training, volunteering or employment after working with a one of our employability providers.

You'll find our regular features – Talking Point, Dates for the Diary, Publications and Social Snap – on pages 11 and 12, along with many more interesting articles.

I hope that you enjoy this edition.

Editorial Group

This magazine is edited and published by the Economic Development Service, the City of Edinburgh Council, and is supported by the following editorial group, representing the key partners in Edinburgh's Jobs Strategy:

Susie Donkin: Editor,
The City of Edinburgh Council
www.edinburgh.gov.uk

Paige Evans: Assistant Editor, Capital City Partnership www.capitalcitypartnership.co.uk

John Beaton-Hawryluk: Capital City Partnership
www.capitalcitypartnership.co.uk

Tom Cuthbert: Edinburgh Partnership European Programme www.edinburgh.gov.uk

Grant Thoms: Joined Up for Jobs
www.joinedupforjobs.org.uk

Alistair Paul: Skills Development Scotland
www.skillsdevelopmentscotland.co.uk

Ursula Edmond: Jobcentre Plus www.gov.uk

Sylvia Baikie: NHS Lothian www.nhslothian.scot.nhs.uk

Lucy Pearson: All in Edinburgh
www.allinedinburgh.org.uk

Isabel Pattie: Midlothian Council
www.midlothian.gov.uk

Jacqueline Henderson: East Lothian Council
www.eastlothian.gov.uk

Get in touch

To amend or add to mailing lists log in to the member area at www.joinedupforjobs.org. To contribute or respond to Working Capital magazine, email workingcapital@edinburgh.gov.uk. We strive to reflect the diverse views of a voluntary partnership and while every effort is made to ensure that all information is accurate, no legal responsibility is taken by the City of Edinburgh Council for any errors, omissions or misleading information.

My World of Work Ambassadors

A celebration event was held in June for Edinburgh's My World of Work Ambassadors, with 71 of the city's Ambassadors given a vote of thanks by Councillor Alison Dickie and SDS Partner Development and Integration Executive, Amber Beatson.

Every state secondary school in the city along with Pilrig Park School has now signed up to Skills Development Scotland's My World of Work Ambassadors programme, meaning Edinburgh is leading the way in participation in the nationwide programme.

Created in collaboration with schools across the country, My World of Work Ambassadors is an innovative and inspiring programme from SDS, Scotland's careers service. Pupils volunteer to act as champions for My World of Work, spreading the word of its resources and activities to their peers, teachers and parents. Throughout the

academic year, the school Ambassadors will encourage use and registration of My World of Work.

Amber Beatson said: "Ambassadors help to show the value of continued use of My World of Work as pupils' progress through school, linking with the work of SDS careers advisers who are based in every state secondary school in Scotland."

The programme supports continuing professional development for teachers and also contributes towards a schools' delivery of Developing the Young Workforce, Career Education Standard, Curriculum for Excellence and How Good is Our School?

Anathalie Nicolas, 17, a My World of Work Ambassador from Tynecastle High



School, said: "This event has made me realise how much work I've put in across the year and how important I am as an Ambassador."

For more information

 facebook.com/SDSEdinburgh



Have you seen the Edinburgh Guarantee's new website?

Take a look at **Edinburgh Guarantee's** new website to find lots of information for young people, employers, teachers and parents on how to find a job, modern apprenticeship or other opportunity.


You will see a new Jobs Board, which they share with [Developing Young Workforce Edinburgh, East Lothian and Midlothian](#), and where young people can search and apply for jobs, Modern Apprenticeships and Graduate Apprenticeships which are available throughout the area.

Why not sign up to receive weekly notifications of new vacancies which they have posted? This is a new feature and one which they hope will be very useful.

Have a look, they'd be delighted to receive feedback so please get in touch with them at edinburghguarantee@edinburgh.gov.uk edinburgh.gov.uk

For more information

 edinburghguarantee@edinburgh.gov.uk

 www.edinburghguarantee.org



Improving employability prospects for speakers of other languages

Midlothian Council's Communities and Lifelong Learning section provides a range of programmes and support, including English for Speakers of other Languages (ESOL) programmes. In addition to the regular one-to-one or group sessions, tutors working with ESOL learners have supported them to gain skills and knowledge which could enable them to access employment or further education opportunities.

A recent initiative saw a number of ESOL learners attending the Communities and Lifelong Learning's Creche Worker Training course, supported by one of the ESOL tutors. The course organiser provided the ESOL tutor with course materials in advance, so that the tutor would understand what would be covered in any session. The tutor was also able to make use of the materials in classes with the

learners to clarify and consolidate learning.

Midlothian Council, like other authorities, has a considerable amount of house-building taking place. The ESOL staff became aware that learners attending their courses had quite advanced skills in construction and decorating, and wanted to work on construction sites. To support them to get their CSCS cards, a tutor, who speaks the same language as the learners, has been working with them on the materials for the CSCS test in order to prepare them for the test. The learners have been very appreciative of the support, provided by Communities and Lifelong Learning, in preparing them for the test.

For more information

✉ ALN-ESOL@midlothian.gov.uk
 🌐 www.midlothian.gov.uk

Future NEET provision

Over the summer months, the No One Left Behind team within the council carried out a series of co-production workshops and online surveys with stakeholders, current providers and past and current service users.

The purpose of this was to evaluate and review the current stage 1 early intervention provision for young people aged 16 – 19 years – previously known as Activity Agreements. This was to ensure that future provision meets the requirements for Scottish Government funding as well as those of the city's most vulnerable young people.

The team are currently analysing the information and preparing a report to help inform future delivery of the service. A few of the key messages that have come out of the process are noted below:

- Provision should be locally based,

a keyworker approach should be utilised and earlier engagement is a priority;

- Initial activity should include 1-2-1s, groupwork, access to information, vocational training and work experience;
- Activity should be aimed at those aged 16 – 19 but up to age 26 for those with additional barriers;
- Better pathway planning from the outset with regular reviews and a maximum of an 18-month engagement period.

It's not too late to have your say on the future of stage 1 provision for those at risk of becoming NEET.

For more information

📞 0131 529 3257
 ✉ Susanne.donkin@edinburgh.gov.uk

Napier Business Breakfast

Napier Business School opened its doors to local SMEs on June 6th for a Business Breakfast to look at ways that SMEs and Universities can work closer together for shared benefit.

The event was well attended by around 50 Growth SME businesses across the city who are looking at ways to expand their business. The event was opened by Gail Boag, Dean of the Napier Business School. Ms Boag gave an overview of the work of [Edinburgh Napier](#) to progress their students into employment following their degree as well as ways that SME's and the University can engage together.

Rona Hunter, Chief Executive [Capital City Partnership](#) sat on the expert panel. She highlighted the challenges faced by SME's in the current economic climate and the public sector response to the challenges.

Rona commented "It was great to be part of the conversation with SMEs at the Napier event, particularly around future workforce development and the emerging routes into skills and in-work learning support. The more we can work together the better for all".



Work Ready?

A recent report by DYW Edinburgh, Midlothian and East Lothian explored work readiness from an employer's perspective.

The skills, attitudes and attributes were identified by employers as; problem solving, resilience, communication, literacy, numeracy, time management, getting on with people, ability and willingness to learn new skills, positive attitude to work and being adaptive and flexible.

The report, which included a study of over 270 advertised apprenticeships and entry level jobs targeted at young people in 2018, identified a contrast between what employers identify as work ready characteristics and what is requested in jobs adverts. For work readiness, only 5% of employers identified qualifications and exam results as a top 5 priority where 76%

of adverts quoted qualifications as a priority.

Also, the first step in most recruitment processes is to demonstrate skills, attributes and attitude through an application form alongside experience and exam results/qualifications. As the latter are more commonly used as a simple benchmark for short listing, employers may be missing the opportunity to recruit young people with well-matched soft skills to their business.

Employers recommended that part time work, work experience, volunteering, activities outside of school, wider achievement awards and engaging with employers would enhance the work readiness of young people.

For more information

W www.dyw-edinmideast.com

SO WHAT IS WORK READINESS?

YOUNG PEOPLE POSSESSING THE SKILLS, ATTITUDE AND ATTRIBUTES THAT MAKE THEM PREPARED OR READY FOR SUCCESS IN THE WORK ENVIRONMENT.

WORK READINESS IS NON-SECTOR SPECIFIC AND DIFFERENT FROM JOB READINESS WHICH DESCRIBES THE READINESS FOR A PARTICULAR JOB.

SKILLS FOR WORK READINESS ARE ALSO REFERRED TO AS EMPLOYABILITY SKILLS.

EMPLOYERS DISCUSS IT IN THE CONTEXT OF THEIR PREFERENCES FOR THE SKILLS AND QUALITIES THEY LOOK FOR WHEN RECRUITING **YOUNG PEOPLE**.



Basque Government visit Edinburgh

The Scottish Government hosted a visit by the Basque Government between 18-20 June. The delegation visited Scotland to learn more about devolution, partnership approaches and innovative ways of working.

Jamie Hepburn MSP, Minister for Business and Fair Work invited [Capital City Partnership](#) to host the delegation to demonstrate the successful employability partnerships that CCP coordinate across the city. The delegation met Rona Hunter, CCP Chief Executive at Edinburgh St James where she gave an overview of the [Joined Up for Jobs](#) and Business Partnerships.

Stephanie Lang, [FUSE](#) Manager highlighted the public and private partnerships that have been nurtured for the benefit of a City Centre Recruitment and Skills Centre offer. Steph highlighted the multi-agency approach to staffing the centre

and plans to provide a broad range of training.

The delegation was given a detailed overview of the Edinburgh St James development and the innovative Growth Accelerator Model (GAM) funding agreement. Ed Webb, Director of Development Management at [Nuveen Global](#) explained the concept of ESJ and the anticipated Customer Experience. Following the presentation, the delegation was given a site tour by Irene Gibb, [Laing O'Rourke](#) Community Liaison Officer.

Rona Hunter, CCP Chief Executive commented: "It was fantastic hosting the delegation from the Basque Government on behalf of the Minister. In Edinburgh we recognise the importance of partnership working to get the best outcomes for our clients and we are always willing to share best practice with other regions".

Joined Up for Jobs August Forum

Lucy Pearson, the **All in Edinburgh** Delivery Manager, is delighted to be announced as the new Chair for the **Joined Up for Jobs** forum. As Chair, Lucy is keen to refresh the goals, aims and expectations of the forums in the future to maximise the benefit of these events for all provider organisations working together in the **Joined Up for Jobs** network.

“To promote, align and integrate Joined Up for Jobs providers”

This will be the focus of the forums going forward and the hope is to maximise the use of the forums to allow better partnership working and a greater understanding of provisions available across the City of Edinburgh.

Through her role as Chair, Lucy aims to provide the forum's attendees with the opportunity to voice their opinions on content and to help shape the future forums to maximise the benefit of these events. One of her first steps was to implement a survey and new marketing materials to gauge both demand and opinion on the current forums and consider how best to shape them in the future to be most beneficial to all.

This month's forum was held at the City Chambers on the 30th of August 2019 and welcomed a range of speakers on the day. The theme for this month's forum was Multi Agency and Improved Partnership Working across the JUfJ network and so all speakers incorporated this theme into their presentations.

Lucy Pearson gave an introduction as Chair of the **Joined Up for Jobs** forums going forward and outlined her vision for the shape of future forums with the underpinning theme of improved alignment, integration and greater promotion of the **Joined Up for Jobs** forums.

Impact of Adversity

On the day, the forum were joined by Dr. Adam Burley who works as a consultant clinical psychologist at the **Edinburgh Access Practice** which acts as a service dedicated to the provision of care to individuals who struggle to access mainstream care. He also provides input to wide range of public and third sector organisations across the homeless sector. He joined this month's forum to discuss adversity, how it impacts on relationships, and how psychologically informed approaches can be useful in our approaches.

Rhona McLinden, the Employer Relationships Manager at CCP and lead for **the Joined Up for Business** partnership, gave a general overview on **Joined Up for Business** as well as a more focused update in line with this month's theme of multi-agency and improved partnership working across the **Joined Up for Job** network.

Kate Kelman, the Strategy and Performance Manager at Capital City Partnership, provided a general **Joined Up for Jobs** update as well as a Capital City Partnership update.

Grant McDougal, the Head of Operations for **SDS** in the South East Region and as Head of Operations who is responsible for delivery of Careers Information and Guidance Services across 8 local authorities in SE Region, gave us a presentation on Scotland's Labour Market Now and in the Future.

Lucy thanked everyone for their attendance and encouraged everyone to contribute to the survey going forward to help inform the shape of future forums.



Lucy Pearson (left) and Marion Findlay – the new Chair and vice Chair of the forum.

Meet the teams across our Recruitment Skills Centre Networks

The recruitment and skills offerings throughout the city are continuing to grow and develop in line with the city's employability strategy and, following a number of changes within the teams, Working Capital are delighted to introduce you to the people who are very much looking forward to working with you.

FUSE

Steph Lang, Manager of FUSE, is supported by Calum Nicol, Employer Engagement Executive and John Beaton, Business Support Coordinator. Lorna Robertson from DWP will be working closely within the team, along with representation from Community Renewal, Start Scotland, SDS and Edinburgh College. For a full introduction to the FUSE offering, please see page 8.

www.edinburghfuse.com

Fort Kinnaird RSC

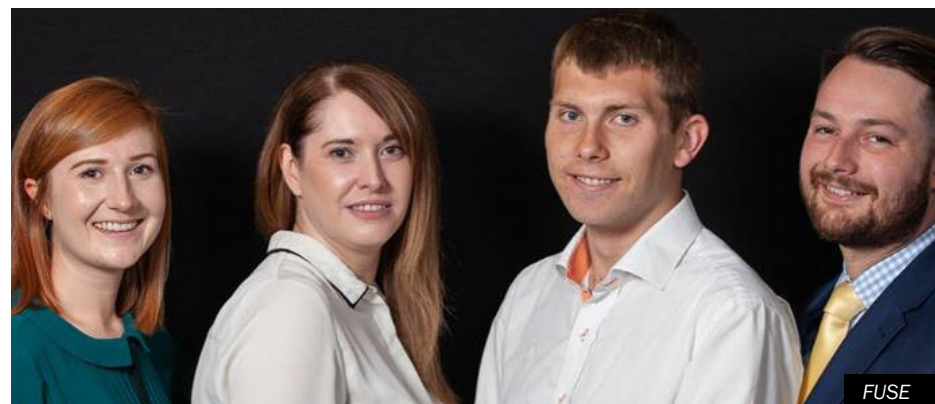
John Gibson, Business Development Manager and Kenny Hall, Skills for Work Adviser have recently welcomed Katharine Jackson, Employer Engagement Executive and Amy Sim, Project MA to the team. With onsite representation from Graeme MacDonald and David Wise from DWP along with Community Renewal (CR), the full team are offering not only employer support but a full client service with appointments being made directly with CR advisers onsite. FKRSC continue to run their successful Bright Lights employability courses throughout the year and welcome providers to discuss referrals and partnership links. FKRSC are already promoting opportunities leading up to Christmas from many employers within

the retail park. All vacancies can be found online but if you require extra support please contact the Centre directly. To read about the most recent Bright Lights course and its successes, please see our 'social snap' section, found on page 12.

To contact FKRSC please call 0131 669 9883 www.rscfortkinnaird.co.uk.

Edinburgh Airport Recruitment Centre

Maureen McGibbon, DWP Airport Account Manager and Amy Lobban, Edinburgh Airport HR Administrator support the third-party employers onsite (air and landside) with their recruitment; from arranging targeted recruitment events, advertising vacancies and supporting employers with CV short-listing and interviews. In addition, DWP funds Edinburgh Airport's sector-based work academies running every 4-6 weeks which includes a work placement and guaranteed interview with an onsite employer. The team welcome contact from partners to link airport opportunities to their client groups and encourage referrals to the successful SBWA programmes. All vacancies can be found here <https://careers.edinburghairport.com/> Maureen can be contacted on 0131 344 3312 and Amy on 0131 344 3313.



If you would like to work with one of our recruitment and skills offers and don't know which centre is most suitable, please contact Joined Up for Business team on 0131 554 3067



East Lothian Employer Recruitment Help

Employers can get financial support to create new job opportunities for job seekers in East Lothian who are over 16 years of age.

East Lothian Council has been awarded grant funding from the Scottish

Government and the European Social Fund to manage the delivery of the Employer Recruitment Incentive. The funding covers 50% of the national minimum wage. Jobs created must be additional and offered on the basis that



the opportunity is sustainable. Funding is to support people with barriers to employment and for a maximum of 26 weeks.

Since the scheme was launched many new jobs have been created across a range of different businesses. One employer who has taken advantage of the funding is **Coast Art** – an art gallery and picture framers based in Dunbar.

Carol Kelly, owner and manager, said, “At Coast Art we were faced with the need to take on more staff. Thanks to the Employer Recruitment Incentive we were able to offer an opportunity to a local young person, Cobie, who has helped run successful marketing campaigns.

“Cobie is now my assistant and is involved in every aspect of the business, allowing Cobie to see how a business runs. Had it not been for the Employer Recruitment Incentive from East Lothian Works it would have been difficult for Coast Art to offer such employment. Cobie is a vital member of the team”.

For further information on the fund, please contact the East Lothian Council employability team at **East Lothian Works**.

For more information

✉ ELworks@eastlothian.gov.uk
☎ 01620 827262

Funeral Support Payment Launch

Social Security Scotland launched the new Funeral support payment. It is a new payment available to people in Scotland who are on benefits or tax credits and need support to meet the costs of a funeral. It replaces the UK Government's Funeral Expense payment in Scotland.

Eligibility is based on the nearest relative test. Funeral support payment is a part payment to cover some but not all of the costs of a funeral. This is dependant on individual preference of funeral choices and varying fees for services across Scotland.

Funeral support payment does not impact on other benefits or tax credits. Prior to submitting an application clients should register the death and inform the funeral director which will expedite the application process. It is not a loan and does not need to be repaid however if the deceased has assets it will be recovered from the estate.

People can apply up to 6 months after the date of the funeral.

For more information

W mygov.scot/funeral-support-payment
☎ 0800 182 2222



Social Security Scotland
Tearainteachd Shòisealta Alba

Discover STEM



Skills Development Scotland Careers Advisers have been meeting with parents and their children at community venues across Edinburgh as part of Discover, a programme of free activities and meals offered to families during the school holidays.

This is Alexander and Andreea, from Pirniehall Primary School, trying out an electronics activity in our Little Inventors' workshop.

Carrying out a practical activity allows children to find out about their skills in a fun engaging way. Careers Advisers took the opportunity to speak with parents and carers about the SDS all age service and community based CV and interview skills workshops, aimed at adults. They also talked about the ways in

which parents can help prepare their children for the future, with further tips on www.mykidscareer.com. It was great to have informal careers conversations with parents and their children about Science, Technology, Engineering and Maths (STEM), SDS Services and the future of work.

The BB8 robot was a hit with the younger audience. SDS will be returning in October along with their robot which comes all the way through from Glasgow for special occasions.

They are looking forward to engaging more with communities and exploring new opportunities to work with partners to help raise aspirations and spread the message that STEM is for everyone.

Research has shown that children start forming ideas about careers from an early age, with gender stereotyping already starting to limit choices. Careers-related learning can open up ideas about the future of work and get parents and children thinking about the wide range of options open to them.

When asked what they had learned, participant's responses ranged from "teamwork" to "making stuff work" and from "engineering" to "I learnt about circuits" and "trial and error".

Research findings by Ekosgen (on behalf of SDS)

- It is predicted that STEM employment in Scotland will grow at three times the rate of the economy as a whole in the period to 2022
- It is predicted that there will be 4% growth in STEM employment in Scotland from 2015 to 2027. In Edinburgh and Lothians growth is predicted to be 14% during this period.
- Across all STEM industries, it is estimated that women make up 20% of the workforce.



Introducing FUSE

FUSE is the new, world-class, city centre recruitment academy from Edinburgh St James. Specialising in retail & hospitality roles, it has been established to support recruitment and training at Edinburgh St James, as well as the Essential Edinburgh Business Improvement District.

FUSE is committed to working across the city of Edinburgh, connecting candidates to training courses, qualifications, employers and jobs to deliver excellence of service throughout the city.

FUSE is a public and private partnership and is supported by Edinburgh St James, The City of Edinburgh Council, Capital City Partnership, and Essential Edinburgh.

Edinburgh St James will be home to a mix of exciting brands, bringing over 3,000 jobs to the city's retail and hospitality sectors. The team, as introduced on page XX in Working Capital, are currently out in the city centre meeting with employers to further understand the recruitment opportunities available within the local businesses.

The team is now in their new premises at The Cube, Leith Street, and will be out and about at careers fairs, freshers' fairs and partnership events during October, to meet with clients, partners and colleges to discuss the opportunities and benefits of FUSE.

FUSE is now accepting referrals for the FUSE Talent Bank, so sign-up online to Join The Movement, and be the first to hear the latest news and developments at www.edinburghfuse.com.

Network of Employability Support and Training

In September, the providers who had secured funding through the recent Employability Third Party Grants programme came together to network and find out what each project was offering. Those who attended agreed that they should have a better name for the network so a vote was held. The overwhelming winner was Network of Employability Support and Training - NEST.

The providers agreed that they would come together every six months to share good practice and look at how they could work better together to support the 1,000 people who will access their services each year.

Here we highlight how one of the funded projects can benefit those looking to progress along the pipeline.

Amy* was referred to the [Broomhouse Café Training Project](#) (now known as SPACE) by [All in Edinburgh](#) after she expressed an interest in working in the catering sector however wasn't quite ready for paid work. She needed a supportive space to gain experience, grow in confidence and develop life skills.

Amy has a learning disability which means she needs support to break down tasks and learn them at her own pace, in a new environment. Being extremely sociable, great at retaining information and able to pay attention to detail once she understands what she is to do, she brought some great skills to the catering operation.

Since October when she started, Amy has managed to build good relations with all staff, volunteers and trainees that she works with and has been supported to perform a number of catering tasks such as baking cakes, preparing outside catering orders, performing kitchen porter duties and preparing food for the community café. She has also achieved her REHIS Elementary Food Hygiene Certificate, and is working towards her Certificate in Barista Skills.

Through person centred action planning, support meetings and on-the-job guidance, there has been a huge increase in her confidence and she has also managed to



start another placement in retail at the Altogether Edinburgh shop which she is now doing in parallel with her café training placement. Well done Amy!

No-one Left Behind Employer Recruitment Incentive

City of Edinburgh Council has secured funding through the Scottish Government's 'No-one Left Behind' Employability Funding Stream to support unemployed people with the greatest barriers to employment to secure and then remain in suitable employment.

This funding replaces the Scottish Employer Recruitment Incentive (SERI) and will be known as Edinburgh Recruitment Incentive 2019/20. The funding is paid direct to the Employer and must be for a newly created job.

There are potentially 32 places available through the fund which can be allocated to employers with less than 250 employees.

The amounts available and barriers are broadly the same as last year, although the age limit has now been extended to include anyone aged 16 – 67, as long as they have at least two of the stated barriers.

The funding, of up to £4,500 over the year, can be used to provide additional support to the employee through mentoring, training or specialist equipment and up to 50% of the amount can contribute towards wages. No single use is prescribed.

To make an application or to discuss eligibility, please contact Vicki Lorimer on 0131 529 3139 or email wage.incentives@edinburgh.gov.uk

Flexible Workforce Development Fund 2019-2020 open for applications

Following the success and full allocation of funds from 2018-2019, [The Scottish Government](#) and the [Scottish Funding Council](#) have announced this fund is now open again for applications.

The Flexible Workforce Development Fund provides eligible employers with a contribution of up to £15,000 worth of training from their local college, to up-skill and re-skill their existing workforce. It is available to all levy-paying employers in Scotland across the private, public and third sector, and will be led by employer demand. The fund can be used to completely cover training costs or to partially cover training at a higher cost

Employers will be required to submit evidence of their eligibility to pay the levy alongside their application. Please note that the fund will not support the provision of qualifications or training required by legislation and employers can submit only one application to the fund within the application period.

[Edinburgh College](#) will work with employers to identify training needs that will make a demonstrable return on investment. For more information on this fund and to start your application please contact the Enterprise team on 0131 297 9000 or by emailing enterprise@edinburghcollege.ac.uk

The deadline for applications is 31 July 2020.

Edinburgh Employability Services – 2018 Picture from Caselink

Caselink is the MIS system used by employability projects in Edinburgh, Mid and East Lothian. On a day to day basis it provides a monitoring function as well as a case management tool.

Currently (August 2019) Caselink contains the records of 41,875 different individuals who have received some form of support from at least one of the 296 different services that currently or have on the past recorded on the system. These individuals could work with more than one organisation, each of which would have their own engagement and as a result there are 65,268 engagements.

In total there were 4,046 new engagements in 2018 and of these 61% are male and 39% are female. Of these only 6.1% (246) were identified as being job ready (stage 4) at the start. It is interesting to see that support is moving people forward and, whilst 56.7% of those that started in in 2018 were at stage 1 or stage 2, the most recent picture shows that this had fallen to 39%.

Table 1 Engagement Split by Neighbourhood Partnership Area -2018 Records

Pipeline Stage	Count of Initial Pipeline Stage		Count of Current Pipeline Stage	
Stage 1	840	20.8%	542	13%
Stage 2	1453	35.9%	1047	26%
Stage 3	883	21.8%	1065	26%
Stage 4	246	6.1%	484	12%
Stage 5	571	14.1%	854	21%
(blank)	53	1.3%	54	1%
Grand Total	4046	100.0%	4046	100%

From the 4,046 engagements from 2018, the most commonly cited barriers from those who were registered on Caselink were: low skilled, poor interview skills, from employment deprived area, unemployed, mental health issues and lack of confidence. Further barriers included lacking IT skills, disability and having a criminal record.

From this we can see that Low Skilled is the most frequently recorded barrier and 70% of those that started an engagement with a project in 2018 had this barrier. In terms of definition, if the client has recorded that their highest qualification level is SCQF level 4 or lower, they are identified as low skilled. In 2018 for 36% of engagements the client had 1-4 barriers, 49% were identified as having between 5-9 barriers whilst 15% had more than 10 barriers.

Table number 2 (above right) looks at verified outcomes in 2018. From this we can see that 26.6% of all outcomes were jobs (full or part time). In terms of the gender split more males than females achieved outcomes, and this split is slightly higher in favour of males than we would expect simply from the engagements split.

Table 2 Verified Outcomes

Row Labels	Female		Male		Total
	Count	%	Count	%	
Employability Training	147	39%	231	61%	378
In Work Progression	33	47%	37	53%	70
Job Entry Full Time	214	34%	418	66%	632
Job Entry Part Time	91	50%	91	50%	182
Activity Agreement	54	48%	59	52%	113
Education Full-Time	75	45%	90	55%	165
Education Part-Time	28	44%	35	56%	63
Other	25	32%	52	68%	77
Vocational Training	115	17%	554	83%	669
Volunteering	59	51%	57	49%	116
Work Placement	27	14%	168	86%	195
Qualification	148	23%	505	77%	653
Re-Engage with Education	36	16%	195	84%	231
Retained Employment	34	69%	15	31%	49
Self-Employed Outcome	4	40%	6	60%	10
YES Employment Outcome			1	100%	1
Grand Total	1090	30.2%	2514	69.8%	3604

In terms of the sector in which those people have been employed in, we can see from the chart below that 18% of job outcomes were in described as personal services (care workers, security, waiting staff, etc.). Sales and customer service outcomes made up 20% and skilled trades made up 18% of the job outcomes.

Figure 1 Occupational Category



Talking Point

To illustrate the wide range of clients and services available through the Next Step offer, this month we focus on the journey of a single parent family with 5 children where mum had recently split from her partner, who supported the family.

Mum was going to lose her home due to housing arrears. Her only option was to get into any type of work fairly quickly - should never happen but is unfortunately sometimes the reality.

Mum worked hard to find employment which would work around her children. Her youngest child was just 3 years old and starting nursery. She had no family in the area and no contact with the children's father.

Through working with Next Step, mum found work in the care sector based on her experience of caring for her children over the past 18 years.

She struggled to find flexible, affordable childcare, so mum had to take the children to her work, visiting clients in their own homes. She felt the company she worked for didn't support staff, but that she couldn't raise this or she would lose her job. Ultimately, her level of income didn't



increase and she spent less time with her children.

Next Step continue to offer support with a myriad of barriers to employment, including benefit advice, as life circumstances do not always allow for a quick solution. Next Step are assisting this woman to navigate the different organisations who can help, ensuring she gets the best support possible to give a more settled life to her family, who are already dealing with very difficult circumstances.

Next Step deliver their service from a range of locations across the city, including Bingham, Carrickvale, Gilmerton, Leith and Muirhouse. The [website](#) details all current office and outreach locations, including dedicated provisions for Jobcentre Plus customers.

Appointments can be made by self-referral, or through any professional within the city's agencies and third sector organisations, by dropping in to one of their locations or through any of the contacts below.

Next Step operate a no wrong door approach in all our locations which are open to all with any query.

For more information

<https://www.nextstepedinburgh.org/>

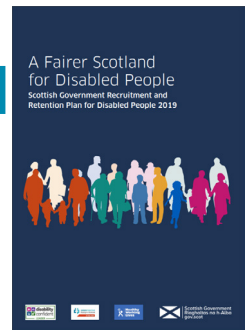
FIND OUT MORE

PUBLICATIONS

Recruitment and retention plan for disabled people (2019)

Actions the Scottish Government will take as an employer to support more disabled people into work in Scottish Government and to enable existing disabled employees to thrive and succeed at work.

<https://www.gov.scot/publications/fairer-scotland-disabled-people-scottish-government-recruitment-retention-plan-disabled-people-2019/>



Bridging the Digital Divide

The Open University's 'Bridging the Digital Divide' report highlights the extent of digital skills gaps and the impact they are having on organisations and their employees.

<http://www.open.ac.uk/business/bridging-the-digital-divide>

DATES FOR THE DIARY

Seminar: Universal Credit migration - the latest Glasgow – Friday 22 November 2019

This year the DWP begins switching people to universal credit through 'managed migration'. This seminar brings advisers together to discuss the latest developments and legal challenges.

<https://cpag.org.uk/training-and-events/events/seminar-universal-credit-migration-latest-glasgow-friday-22-november-2019>

Next steps in implementing social security reform and tackling poverty in Scotland

Edinburgh – Thursday 5 December 2019

Key areas of the conference will include implementing the new social security system and assessing remaining challenges, latest thinking on tackling the wider factors impacting poverty and a chance for networking.

<https://www.scotlandpolicyconferences.co.uk/book/social-security-Scotland-19>



Joined up for Business
@JoinedUpforBus [Follow](#)

Congratulations to the 11 trainees who graduated from @RSCFortKinnaird's pilot starting out in Customer Service course this afternoon. We were delighted to hear the benefits of the course to the trainees and their future careers.



Joined Up for Jobs
@JoinedUpforJobs [Follow](#)

Tourism is a crucial part of Edinburgh's economy, evidenced by the fact that in 2015 the city attracted 3.85 million visitors (Edinburgh Tourism Action Group). According to Caselink, since 2015, 426 jobs in the hospitality sector have been achieved by JUfJ clients!



Craig Dutton
@CraigDutton87 [Follow](#)

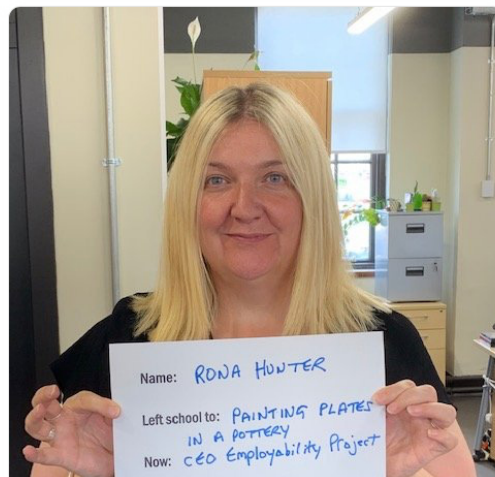
Let's campaign together for a real Living Wage for workers and end in-work poverty. Join the movement today



Living Wage
Launched by Citizens UK in 2001, the real Living Wage campaign has won over £500 million of additional wages, lifting over 150,000 families out of working poverty. The Living Wage is an ...
citizensuk.org

Joined Up for Jobs
@JoinedUpforJobs [Follow](#)

First up is Capital City Partnership Chief Executive, @rona_CCP. When Rona left school, she worked in a pottery painting plates and she now runs an employability organisation. A great example of there being #NoWrongPath.



Skills Development Scotland
@skillsdevscot [Follow](#)

The new Skills Investment Plan for south of Scotland has launched, highlighting the importance of its rural context and why people and skills are critical to delivering growth. Find out more ow.ly/PG3R50uLvFS @scotgoveconomy



Joined up for Business
@JoinedUpforBus [Follow](#)

#EdinburghFUSE are at Wester Hailes @JCPinLothBorder promoting the new Retail and Hospitality Academy at the BAME careers fair.



MeganS_ENABLE
@MeganS_ENABLE [Follow](#)

That's the smile of someone who has just been offered his dream job with the @NHSuk! We made sure we found the right opportunity so that Gary can develop in a career. He's worked so hard for this! 🌟🎉 #EnableWorks #SupportedEmployment

