CAPITAL CITY **PARTNERSHIP**

SUMMARY

Funded Projects 2019/20 and 2020/21

This report examines projects which were funded by City of Edinburgh Council Business Growth and Inclusion Department during 2019/20 and 2020/21. Comparing the two years gives an indication of the impact of the COVID19 pandemic on the services delivered.

There has been a fall of 31% in the number of new engagements between the two years.

Looking into the make-up of the engagements:

- The proportion of new engagements from females increased in 20/21 by 5 percentage points.
- There had been a slight increase (2%) in the proportion of new engagements who were under the age of 25.
- In terms of the ethnicity of the clients in 2019/20, 2% of all engagements were from people who identified as African, Caribbean or Black (other) and in 2020/21 this had fallen so that it was 1.4% of all new engagements.
- The proportion of new engagements from people who identified as White Scottish had fallen from 55.3% to 48.3%.
- Those that identified as White Polish had increased from 4.2% of all new engagements in 2019/20 to 6.5% in 2020/21.

Looking at the employment status of those that started an engagement with the managed projects in 2019/20 compared to 2020/21 there has been little change in the proportion; around 82-83% of clients who had a new engagement recording as being out of work when they started with the project. This is to be expected as for many projects their focus is on those who are out of work.

The proportion who would qualify as unemployed through claiming one of the three 'unemployment' benefits has increased by 5 percentage points indicating that the focus has become a little more on those who are 'officially' unemployed or at least claiming one of the benefits.

In the last year there has been more of a focus on those who had been out of work for a shorter period of time and **the proportion of those who had been out of work and claiming for up to 6 months had increased by 7 percentage points** - over half of all of those that were new engagements in 2020/21 had been out of work for less than 6 months.

The second largest number of out of work clients appear to be falling within long-term unemployed category (over three years); 22% of those recorded in 2019/20 and 17% of those recorded last year. Out of work claimants tend to be either recently out of work or have been out of work for some time when they start to work with the funded projects.

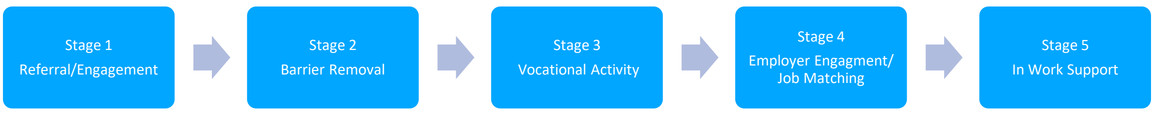
On engagement, projects undertake an assessment of the client to determine what particular barriers they face**. For females the top five barriers are:**

- Low skilled 46% of engagements
- Poor interview skills; CV presentation 41% of engagements
- Mental health issues 36% of engagements
- Lack of confidence 30% of engagements
- Migrants people with a foreign background minorities (including marginalised communities such as the Roma) 27% of engagements

Whilst **for males the top 5 barriers were**:

- Low skilled 58% of engagements
- Poor interview skills; CV presentation 42% of engagements
- Living in a jobless household 30% of engagements
- Mental health issues 29% of engagements
- No qualifications 26% of engagements

Each client on engagement start is assessed as being at a stage on the Strategic Skills Pipeline.



We can see that whilst **29% of clients were assessed as being Stage 4, job ready, in 2019/20. In 2020/21 35% were at this stage when they first engaged with the projects**. This could reflect the fact that the projects have started to support people who have lost their jobs as a result of the pandemic.

In terms of outcomes

Retained employment outcomes increased by just over 50% and self-employed outcomes increased by 10% between 2019/20 and 2020/21.

Employability Training and Work Placements have fallen by 72% and 68% respectively. This reduction could have an impact on the large number of clients who said that they lacked confidence or lacked work experience as placements and training is often a way in which individuals can build up these skills.

Education and qualification outcomes whilst lower than previous years have not been affected to the same degree as other outcomes. This could be due to clients seeing continuing education as a way of possibly taking the opportunity to upskill or change careers or simply to 'ride out' the pandemic and the uncertain labour market.

The number and proportion of job outcomes that were in the childcare sector has fallen, as has skilled trades and sales and customer service. All three of these are sectors that had been negatively impacted by lockdown restrictions.

Process Plant and machine operatives and professional occupations are sectors that both recorded more job outcomes in 2020/21 than 2019/20 and this results in a higher proportion of all job outcomes in 2020/21 coming from these sectors.

In 2019/20 there were 10 job outcomes that started with the word "Apprentice" in 2020/21 there were only 4. One would accept that this will undercount modern apprenticeships as it will ignore those which have been recorded in another format for example Joiner MA rather than Apprentice Joiner.

Data from Skills Development Scotland indicates that nationally the number of MA starts is much lower than previous years as employers have, understandably, focused on immediate issues – including business survival – rather than recruitment or up-skilling of staff.[1]

Overall outcomes recorded in 2020/21 had taken longer to achieve than those recorded in 2019/20. This tends to support what we have seen occurring elsewhere with opportunities for clients reducing due to the pandemic coupled with the way services changed over the year, so it is not surprising to see that outcomes and progressions have taken longer to achieve.

Looking at the top 5 barriers reported we can see that overall, those that had recorded the barrier mental health took the longest time to record any sort of outcome.

[1] https://www.skillsdevelopmentscotland.co.uk/media/47432/modern-apprenticeship-statistics-quarter-3-2020-21.pdf

CAPITAL CITY **PARTNERSHIP**

Funded Projects 2019/20 and 2020/21

Introduction

What impact has the pandemic had on the way employability services have been delivered in Edinburgh? Has there been a reduction in new engagments or particular types of outcomes? One way in which we can answer this question is to look at a 'before and after' comparison of the data on beneficieries collected by the individual projects.

This paper will examine new engagments recorded on Caselink between 2019/20 and 2020/21 and the focus will be on projects that are contract managed by CCP[i] rather than all Caselink users. The data examined was downloaded from Caselink on the 28th April 2021. As a result it will not reflect changes to client records that have been been after that date such as retrospective additions or deletions as a result of audit checks.

What is Caselink?

Caselink is the MIS used in Edinburgh to record client support. It is used by funded projects (and others) to evidence a client journey from intial assessment, caseworker support through to outcomes. CCP use the system for monitoring progress towards targets for the projects we contract manage. The data is live and continually updated providing a significant data source for realtime analysis.

The report will start with an examination of the demographic profile of the clients, before moving on to look at the employment status, barriers that clients face and outcomes/progressions achieved.

Demographics

Table 1 below looks at the number of new engagements recorded in 2019/20 compared to 2020/21. In 2019/20 there were 2,418 new engagements recorded across the provisions that are the focus of this report. In 2020/21 this had fallen by 31% to 1,656 clients. Analysing further in 2019/20 females accounted for 35% of all new engagements and in 2020/21 this had increased slightly so that 40% of all new engagements were female.

Quarter 1 2020/21 is the period where the lowest number of engagements were recorded. This is not surprising as this was the initial lock down and reflected the whole country adapting to 'the new normal' of life and work under restrictions. As a result, it would be expected that the funded provisions, unable to deliver services in the same way as they had in the past, saw new engagements fall. From the table it is clear that whilst new engagements increased throughout the rest of the 2020/21 the numbers recorded never approached the higher pre-pandemic figures.

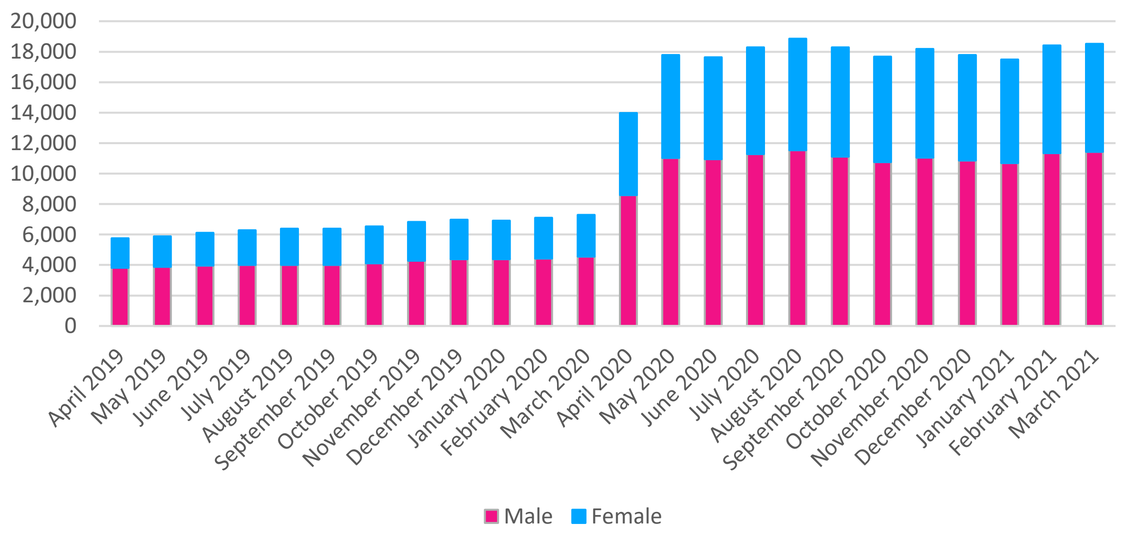
Table 1: Change in New Engagements

Row Labels	Female	Male	Grand Total
2019/20	845	1573	2,418
Qtr1	186	428	614
Qtr2	220	476	696
Qtr3	204	295	499
Qtr4	235	374	609
2020/21	659	997	1,656
Qtr1	125	142	267
Qtr2	194	304	498
Qtr3	185	264	449
Qtr4	155	287	442

Shielding guidance for particular individuals coupled with the advice to stay home and protect lives will have reduced demand for services, and this is in addition to the fact that the services themselves were restricted in what they could deliver. All of these will have contributed to reductions in would be clients and this can be seen by the 31% fall in new engagements.

The irony is that the claimant count has increased by over 222% since April 2019 and this can be seen in Figure 1 below which indicates that at the time new engagements were falling there would appear to be increased numbers looking for work and possibly requiring support.

Figure 1: Claimant Count Change 2019/20-2020/21



Source: NOMIS 4/5/2021.

Table 2 below looks at the age of the clients who were new engagements in 2019/20 compared to 2020/21. From this it can be seen that in 2019/20, 30% of new engagements were from individuals who were under 25 years of age and in 2020/21 whilst the overall number of clients this age had fallen compared to the previous, the proportion overall who were under 25 years of age had increased to 32% which makes it the largest single age group.

Table 2: Age Profile of New Engagements

	Under 25	25-34	35-44	45-54	55-64	65 and over	Total
2019/20	735	486	451	437	272	37	2418
	30%	20%	19%	18%	11%	2%	
2020/21	536	429	315	238	125	13	1656
	32%	26%	19%	14%	8%	1%	

Looking at the ethnicity with which these clients identify Table 3, below illustrates the number and proportion of new clients who recorded particular ethnicities.

Table 3: Ethnicity Split for New Engagements

	2019/20		2020/21	
	Count	Proportion	Count	Proportion
African, African Scottish or African British	82	3.4%	53	3.2%
African, Caribbean or Black any other	48	2.0%	24	1.4%
Arab	30	1.2%	26	1.6%
Asian Bangladeshi	14	0.6%	8	0.5%
Asian Chinese	12	0.5%	12	0.7%
Asian Indian	42	1.7%	44	2.7%
Asian other	36	1.5%	20	1.2%
Asian Pakistani	32	1.3%	21	1.3%
Black, Black Scottish or Black British	19	0.8%	10	0.6%
Caribbean, Caribbean Scottish or Caribbean British	6	0.2%	1	0.1%
Mixed or multiple ethnic groups	25	1.0%	27	1.6%
Not Known	22	0.9%	30	1.8%
Other ethnic group (Please specify)	61	2.5%	37	2.2%
White any other (Please specify)	172	7.1%	177	10.7%
White British	302	12.5%	208	12.6%
White English	49	2.0%	28	1.7%
White Gypsy/Traveller	3	0.1%	0	0.0%
White Irish	8	0.3%	11	0.7%
White Northern Irish	3	0.1%	1	0.1%
White Polish	101	4.2%	107	6.5%
White Scottish	1336	55.3%	800	48.3%
White Welsh	6	0.2%	1	0.1%
(blank)	9	0.4%	10	0.6%
Grand Total	2418	100.0%	1656	100.0%

This shows that there have been some changes for particular groups. For example, the proportion of new engagements from people who identified as White Scottish had fallen from 55.3% to 48.3%. Those that identified as White Polish had increased from 4.2% of all new engagements in 2019/20 to 6.5% in 2020/21.

Employment Status

Turning now to look at the employment status of the clients. This is interesting area as it might indicate if the projects are finding more demand for their services from people who are unemployed and claiming the relevant benefits- essentially the individuals who are recorded in the claimant count in Figure 1. However, of those that are recorded as out of work there are 2 categories that they could fall into.

The first group is made up of those that are claiming a recognised unemployment benefit, and this will include;

- Universal Credit – the looking for work grouping of this benefit.
- Job Seekers Allowance – more of a historical benefit currently.
- Employment Support Allowance and fall within the Work-Related Activity Group category.

The second category are all the others who aren't claiming one of these benefits but are currently out of work.

Table 4 presents the employment status of those that started an engagement with the managed projects in 2019/20 and 2020/21. In terms of employment status there would appear to be little difference in the proportion of those that started last year compared to the year before with around 82-83% of clients who had a new engagement registering as out of work when they started with the support concerned.

Table 4: Employment Status of Clients

Row Labels	Employed	Self Employed	Working Part Time (less than 16 hours)	Out of Work	(blank)	Total
2019/20	316	12	93	1988	9	2418
	13%	0%	4%	82%	0%	100%
2020/21	205	15	46	1380	10	1656
	12%	1%	3%	83%	1%	100%

Table 5 below looks at those who were out of work splitting this into those that are claiming one of the three 'unemployed' benefits and those who are not claiming and classed as 'workless'. From this it can be seen that in 2019/20 42% of those out of work and receiving support were claiming one of the unemployment benefits, however 58% were not. The most recent data suggest that 53% of those that are out of work were not claiming an unemployment benefit- a higher proportion of new clients claiming an unemployment benefit in 2020/21 than had been the case in 2019/20.

What can also be seen is the proportion of those who had been out of work for a relatively short period of time, under 6 months, has increased. In 2019/20 19% of those who were looking for work had been claiming an unemployment benefit for under 6 months but by 2020/21 this had increased to 26%. The proportion did not change for those out of work but not claiming with still around 30% being out of work for around 6 months. Overall, in the year just ended, 56% of those who were out of work and engaging with projects for support had been out of work for less than 6 months.

Table 5: Breakdown of those Out of Work

		2019/20		2020/21	
		Count	%	Count	%
Unemployed	Up to 6 months	370	19%	354	26%
	6 to 12 months	144	7%	139	10%
	13 to 24 months	105	5%	55	4%
	25 to 36 months	57	3%	20	1%
	Over 3 years	163	8%	83	6%
Workless	Up to 6 months	619	31%	410	30%
	6 to 12 months	114	6%	91	7%
	13 to 24 months	106	5%	50	4%
	25 to 36 months	31	2%	22	2%
	Over 3 years	279	14%	156	11%
		1988		1380	

Barriers

One of the key areas of the assessment that caseworkers undertake with clients is to gather information on the issues or barriers that the client faces. These barriers range from disabilities through to lack of skills. For some projects there is a need, due to funder requirements, to provide physical evidence for why a particular barrier has been included. There is the possibility that if this evidence is not forthcoming, the caseworker does not record the barrier, particularly if the funder's requirements are already met by what the client has already disclosed and evidenced.

Tables 6 and 7 look at the 20 most commonly recorded barriers. Table 6 looks at the barriers for females and Table 7 reports the barriers for males. These are based on all engagements recorded between 1st April 2019 and 31st March 2021.

What is clear is that low skilled, poor interview skills and mental health issues are common barriers regardless of gender whilst some of the other barriers are more gender nuanced. For example, a higher proportion of females recorded lack of confidence than males, whilst there was a higher proportion of males living in a jobless household than females. The data indicates that 10% of females were living in a single adult household with dependent children, whilst 9% had accommodation issues.

Table 6: Top 20 Barriers for Female New Engagements – 1/4/2019-31/3/2021

Females	**Count**	**%**
Low skilled	699	46%
Poor interview skills; CV presentation	617	41%
Mental health issues	542	36%
Lack of confidence	446	30%
Migrants people with a foreign background minorities (including marginalised communities such as the Roma)	409	27%

From employment deprived areas	360	24%
Disability	342	23%
No qualifications	335	22%
No work experience	275	18%
Ethnic minority	263	17%
Lacking IT skills	255	17%
Living in a jobless household	249	17%
Long-term physical illness/condition	249	17%
Workforce Returner	227	15%
Economically Inactive	217	14%
Family/caring responsibilities	203	13%
Underemployed	184	12%
Living in a Single Adult Household With Dependent Children	153	10%
Accommodation issues	140	9%
Above 54 years of age	135	9%

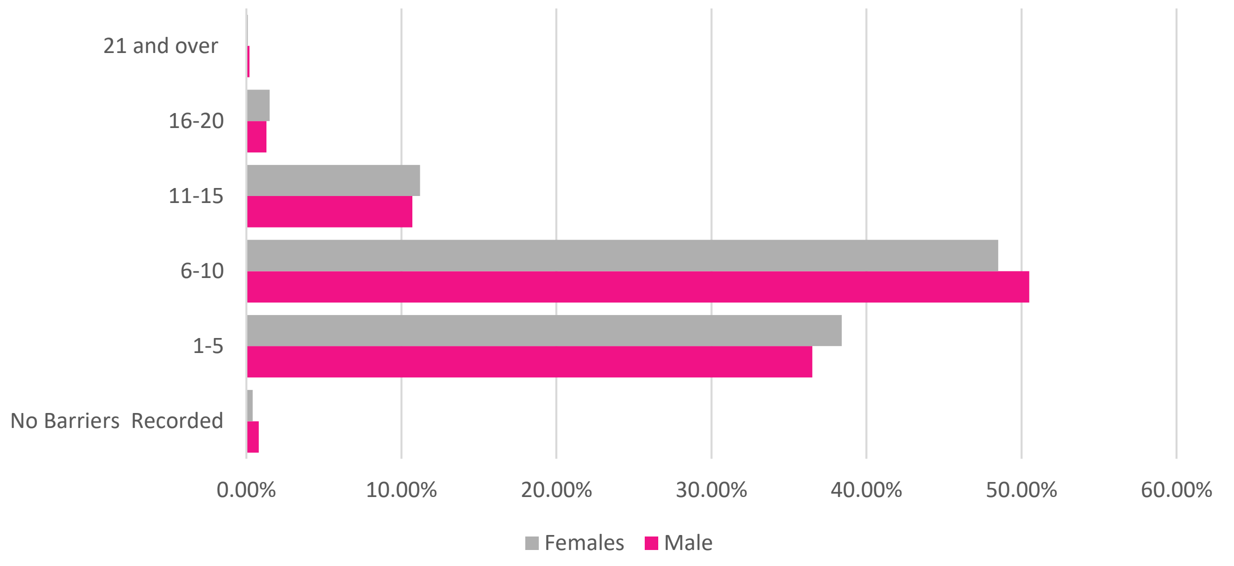
Whilst the top 20 barriers for males is similar, there has been some mixing of the placing.

Table 7: Top 20 Barriers for Male New Engagements 1/4/2019 – 31/3/2021

Males	Count	%
Low skilled	1481	58%
Poor interview skills; CV presentation	1080	42%
Living in a jobless household	778	30%
Mental health issues	744	29%
No qualifications	658	26%
From employment deprived areas	647	25%
Low Vocational Skills/Qualifications	524	20%
Disability	470	18%
Criminal convictions	452	18%
Migrants people with a foreign background minorities (including marginalised communities such as the Roma)	451	18%
Lack of confidence	433	17%
Lacking IT skills	395	15%
Economically Inactive	376	15%
No work experience	374	15%
Long-term physical illness/condition	342	13%
Workforce Returner	330	13%
Ethnic minority	276	11%
Material Deprivation	259	10%
Above 54 years of age	246	10%
Accommodation issues	242	9%

Figure 2 below looks at the number of barriers recorded by males compared to females. This such that the proportion of female engagements with 1-5 barriers was higher than that of the male clients – 38.4% versus 36.5%.

Figure 2: Number of Barriers Recorded for New Engagements



There is an expectation that the greater number of barriers generally, or the type of barrier recorded, may have an impact on the ability of the client to access a progression or outcome. This will be considered in the final section of this report, which will look at how many days have been recorded between engagement start and outcome achieved and if particular barriers extend and increase the number of days.

One condensed way of estimating how far a client would have to progress to record an outcome is the employability pipeline.

Figure 3: Strategic Skills Pipeline

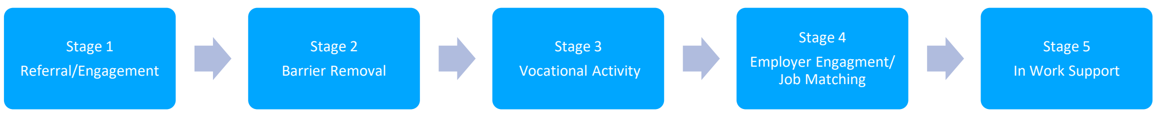


Figure 3 above highlights the 5 stages, with stage 1 and 2 equating to the furthest distance from a job and the fact that that the client may have other barriers, such as homelessness, which would need to be tackled first through to Stage 5 where the client is already in employment and needs support to keep that job.

Table 8 below presents the pipeline stage that individuals were assessed to be at when they first engaged with the projects. In 2019/20 16% of all clients were identified as being at Stage 1 and in 2020/21 13% of all engagements were at Stage 1. Whilst 29% of clients were assessed as being Stage 4, job ready, in 2019/20. In 2020/21 35% were at this stage when they first engaged with the projects.

This change in pipeline stage could reflect the fact that the projects have started to support people who have lost their jobs as a result of the pandemic, this would also be reflected by numbers who had been unemployed for a relatively short period of time reflected in Table 6.

Table 8: Initial Pipeline Stage at Engagement

	2019/20			2020/21		
	All	Male	Female	All	Male	Female
Stage 1	16%	15%	17%	13%	12%	13%
Stage 2	13%	11%	16%	13%	12%	14%
Stage 3	28%	30%	22%	25%	28%	20%
Stage 4	29%	31%	24%	35%	36%	33%
Stage 5	15%	12%	20%	14%	11%	19%

Table 9 looks at pipeline movement and indicates the number of beneficiaries who have moved along the pipeline since they first engaged. This is based on both the 2019/20 and the 2020/21 figures. From this it can be seen that of the 586 clients who were initially recorded as being at Pipeline Stage 1, 78 are now at stage 2, 81 at Stage 3, 28 Stage 4 and 19 were recorded at being Stage 5. Perhaps of most interest is that of the 1,271 who initially assessed as being at Stage 4, 346 (27%) have been re assessed as being at Stage 5.

Table 9: Initial Pipeline Stage at Engagement

		Current Pipeline Stage						
		Stage 1	**Stage 2**	**Stage 3**	**Stage 4**	**Stage 5**	**(blank)**	**Total**
Initial Pipeline Stage	Stage 1	380	78	81	28	19		586
	Stage 2	5	369	68	46	37		525
	Stage 3	2	11	706	239	121		1079
	Stage 4		4	11	910	346		1271
	Stage 5		4	7	59	524		594
	(blank)						19	19
	Total	387	466	873	1282	1047	19	4074

Support

Individuals progress along the pipeline as a result of the support that the projects provide. This support can be in the form of individualised 1:1 sessions or course work and group events. The situation in much of 2019/20 was similar to what had been delivered in previous years with the majority of the support offered being face to face and group work/courses. With onset of COVID 19 and introduction of social distancing much of this has had to change and change relatively quickly, with delivery moving to virtual sessions through Zoom, Teams, etc.[2].

One thing to bear in mind with comparisons is that the clients who started their engagements in 2019/20 will have had more opportunity for support than those that started in 2020/21 simply because they have been working with the project longer. This can be seen by that fact that on average clients who started in 2019/20 had received 848

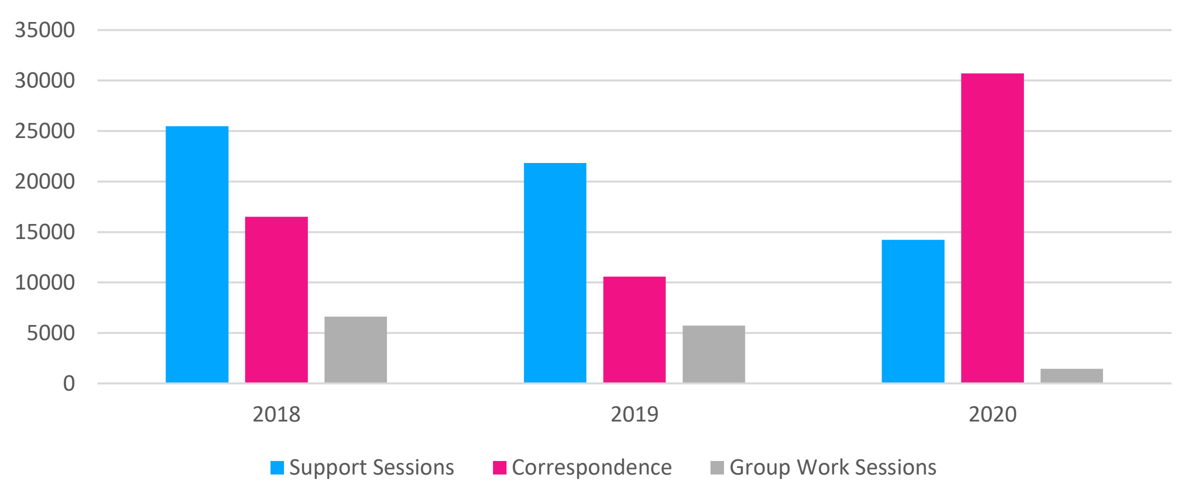
[2] https://www.joinedupforjobs.org/uploads/store/mediaupload/237/file/Survey%20report%202021.pdf

minutes of support by the end of March 2021. This is double what has so far been recorded for those that started in 2020/21 where the average amount of support has so far come in at 449 minutes.

One way of trying to equalise this is to divide the minutes of support by the number of days that the client has been active and receiving support. If we do this the average support is far closer. We can see that on average those that started in 2019/20 have received 2.6 minutes of support for every day they have been engaged with the project and for those that started in 2020/21 it is 2.9 minutes of support for every day they have been active.

This is encouraging as it suggests that even though 2020/21 was a year of restrictions, the amount of recorded support provided was at similar levels to previous years. From other research *Service Delivery in a Pandemic. An examination of how employability services have been delivered across Edinburgh and the City Region in 2020* [3] it is possible to look at how support has been delivered.

Figure 3: The Way In Which Support Has Been Delivered



Outcomes

Figure 4 below looks at the outcomes and progressions that have been recorded and verified in 2019/20 and compares these with those recorded in 2020/21.

Firstly, it is necessary to point out that even without the pandemic there will be more *verified* outcomes recorded in 2019/20 than in 2020/21, as outcomes take time for the verification evidence to be collated so a February 2020 outcome has had more than a year for the caseworker to get the verification evidence whilst a February 2021 outcome will have given the case worker 2 months to get the evidence. However, the differences are more than simply due to delays in gathering evidence, and there has been a dramatic fall in nearly every outcome type.

[3] https://www.joinedupforjobs.org/uploads/store/mediaupload/237/file/Survey%20report%202021.pdf

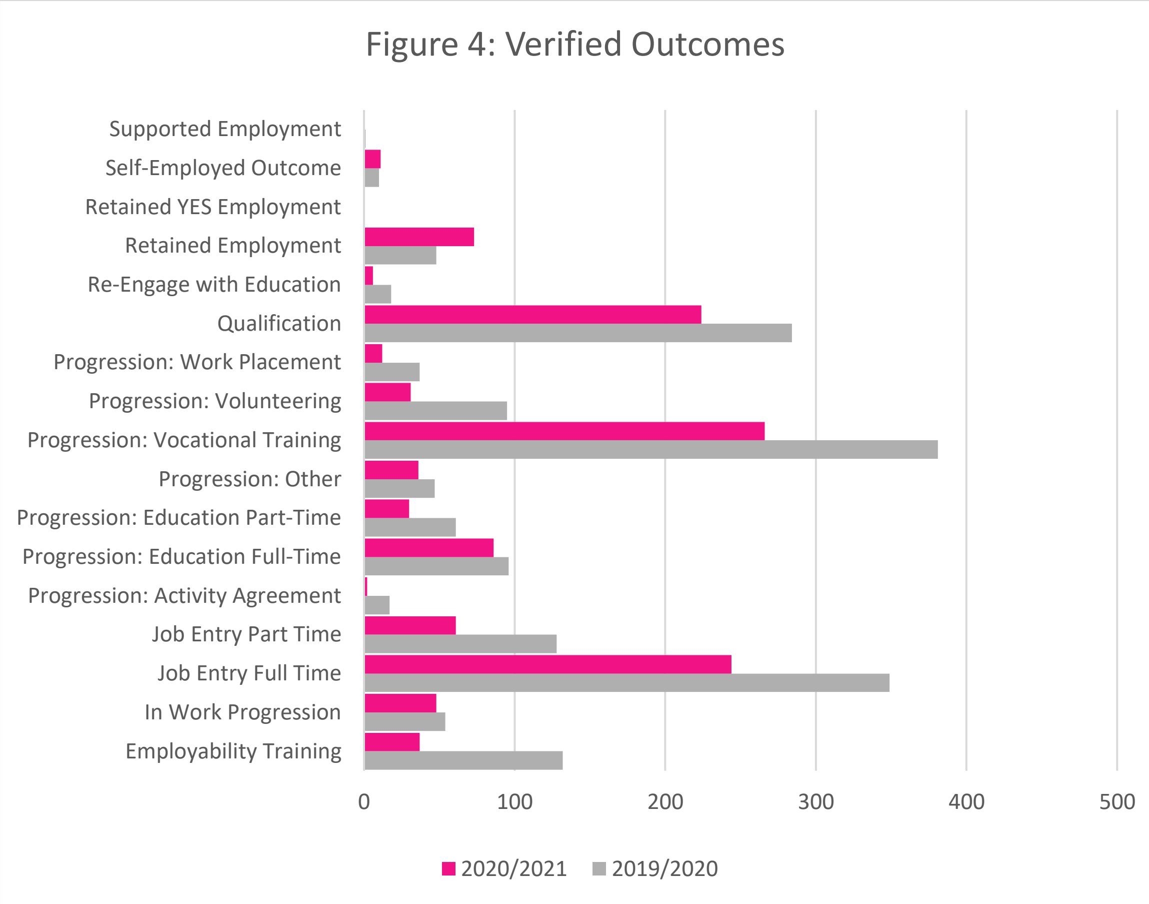


Table 10 below highlights the percentage change year on year in the number of verified outcomes recorded broken down by outcome type. Whilst the number of retained employment outcomes increased by just over 50% and self- employed outcomes increased by 10%., other outcome and progression types have fallen when compared to 2019/20. Employability Training and Work Placements have fallen by 72% and 68% respectively.

Education and qualification outcomes whilst lower than previous years have not been affected to the same degree as other outcomes. This could be due to clients seeing continuing education as a way of possibly taking the opportunity to upskill or change careers or simply to ‘ride out’ the pandemic and the uncertain labour market.

Table 10: Percentage Change in Verified Outcome Count between 2019/20 and 2020/21

Outcome Type	Change Year to Year
Retained Employment	52%
Self-Employed Outcome	10%
Progression: Education Full-Time	-10%
In Work Progression	-11%
Qualification	-21%
Progression: Other	-23%

Job Entry Full Time	-30%
Progression: Vocational Training	-30%
Progression: Education Part-Time	-51%
Job Entry Part Time	-52%
Re-Engage with Education	-67%
Progression: Volunteering	-67%
Progression: Work Placement	-68%
Employability Training	-72%
All Outcomes	-34%

The table below presents the job sectors people went into in 2020/21 compared to 2019/20. Given that there was a decrease in job outcomes overall the proportion of job outcomes in each sector for both years has been added, to give a degree of comparability. It is clear that the number and proportion of jobs that were recorded as 'childcare' has fallen, as has 'skilled trades' and 'sales and customer service'. All three of these are sectors that had been negatively impacted by lock down restrictions.

Table 11: Job Sector for Verified PT and FT Job Outcomes

Row Labels	2019/20		2020/21	
	Count	%	Count	%
Administrative and secretarial	51	11%	29	10%
Armed services	0	0%	1	0%
Associate professional and technical	10	2%	8	3%
Childcare	18	4%	4	1%
Don't know	10	2%	6	2%
Elementary services	53	11%	32	10%
Managers and senior officials	5	1%	4	1%
Other personal services	96	20%	62	20%
Process, plant, machine operatives	15	3%	20	7%
Professional Occupations	25	5%	35	11%
Sales and customer service	122	26%	69	23%
Skilled trades	72	15%	35	11%
Grand Total	477	100%	305	100%

Process Plant and machine operatives and professional occupations are sectors that both recorded more job outcomes in 2020/21 than 2019/20 and this results in a higher proportion of all job outcomes in 2020/21 coming from these sectors.

Looking at job titles provides information on what these jobs entail, however it becomes difficult to compare as different employers often describe similar jobs in different ways. For example, one company may describe a care worker as nursing assistant whilst another may call them a team member or even a support worker. As a result of these inconsistencies there are over 430 different job titles recorded on Caselink.

One statistic worth highlighting concerns falling outcomes recorded as apprenticeships. In 2019/20 there were 10 job outcomes that started with the word "Apprentice" - in 2020/21 there were only 4. Data from Skills Development Scotland (SDS) indicates that nationally the number of Modern Apprentice (MA) starts is much lower than previous years as employers have focused on immediate issues rather than recruitment or up-skilling of staff. SDS reported that at the end of quarter 3, the number of MA starts for 2020/21 is around 50% lower than 2019/20.[4]

In terms of which organisations have been employing service users, analysis indicates that there are a significant number of employers who have only recruited 1 or 2 clients over the last 2 years - 91% of employers have only employed 1 or 2 clients. Table 12 below focuses on those employers who have recently employed 5 or more clients.

Table 12: Employers Responsible for Employing 5 or More Clients

Row Labels	2019/20	2020/21	Total
CEC	8	12	**20**
NHS	10	5	**15**
All Cleaned Up Scotland	8	3	**11**
Blackwood Group	6	4	**10**
WM Morrison Supermarkets Plc	2	8	**10**
University of Edinburgh	8	1	**9**
Pertemps	3	5	**8**
TESCO	6	2	**8**
The Action Group	4	4	**8**
Adecco		7	**7**
Company Shop Limited		7	**7**
Sainsbury's	5	2	**7**
The Scottish Government	4	3	**7**
Edinburgh Cyrenians	4	2	**6**
First People Solutions		6	**6**
Leonard Cheshire	3	3	**6**
Royal Mail	4	2	**6**
Greggs	5		**5**
ISS Facilities	5		**5**
KFC	4	1	**5**
Marks & Spencer	4	1	**5**
Primark	4	1	**5**

This table indicates that City of Edinburgh Council are the largest single employer of clients supported by funded provision followed by the NHS. All Cleaned up have been responsible for employing 11 clients, 8 in 2019/20 and 3 in 2020/21.

[4] https://www.skillsdevelopmentscotland.co.uk/media/47432/modern-apprenticeship-statistics-quarter-3-2020-21.pdf

From analysis of all employer records it is clear that private sector employers tend to be retail/hospitality type of businesses and that the number of people these enterprises recruited in 2020/21 was far lower than the previous year.

Duration of Support

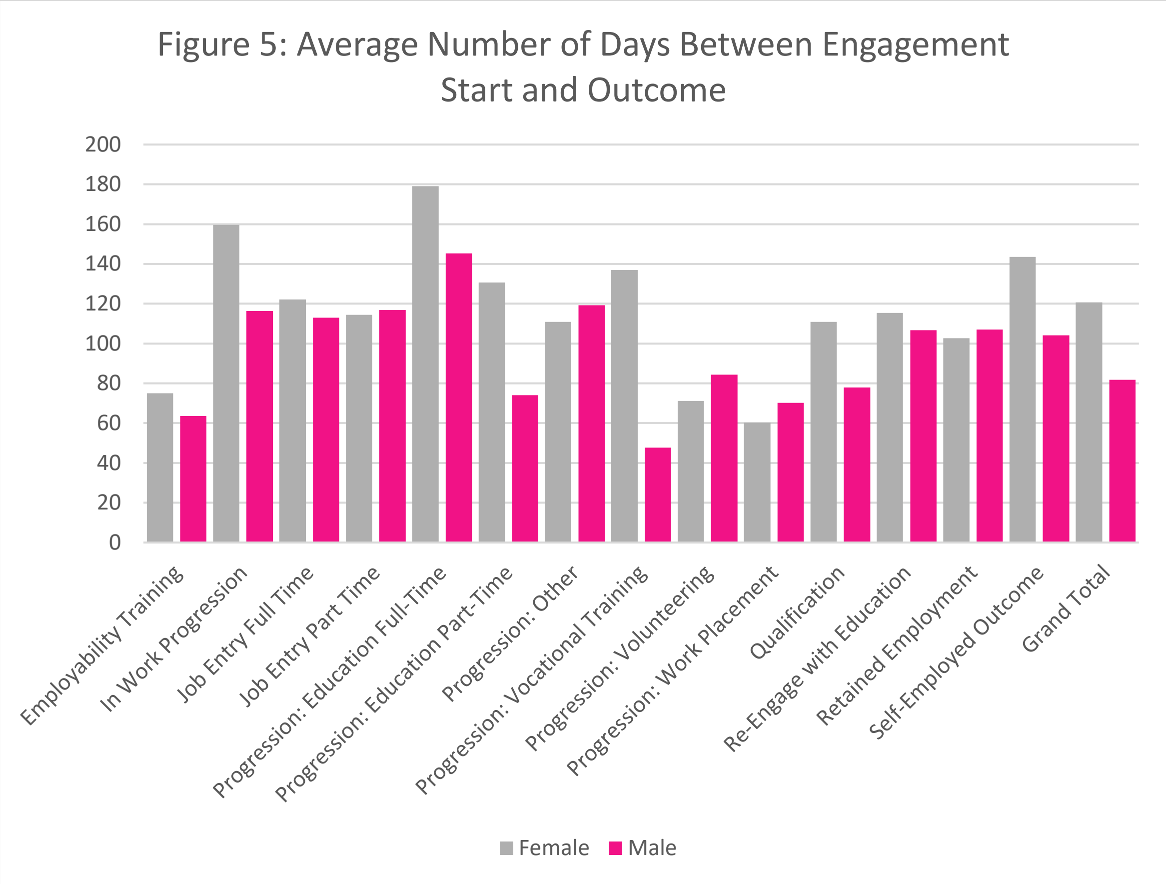
Turning now to look at how long it takes for a client to record an outcome or progression. Table 13 looks at the following question: Of all engagements that started in 2019/20 or 2020/21 and also recorded an outcome how many days were there between engagement start and outcome achievement? The maximum number of days between outcome and engagement start would be 730 days as the sample only looks at the data from 2 years.

Overall outcomes recorded in 2020/21 had taken longer to achieve than those recorded in 2019/20.

Table 13: Average Number of Days from Engagement to Outcome by Outcome Type

Row Labels	2019/20	2020/21
Employability Training	54.0	101.2
In Work Progression	94.5	184.1
Job Entry Full Time	79.9	151.6
Job Entry Part Time	87.1	163.1
Progression: Education Full-Time	110.8	200.7
Progression: Education Part-Time	64.0	158.5
Progression: Other	75.3	166.6
Progression: Vocational Training	37.6	91.7
Progression: Volunteering	61.8	107.0
Progression: Work Placement	43.7	123.4
Qualification	62.9	112.8
Re-Engage with Education	92.7	159.0
Retained Employment	76.4	127.6
Self-Employed Outcome	69.6	139.5
Grand Total	**63.9**	**131.6**

Figure 5 below indicates that it has taken on average 114 days from engagement start to a part time job start for a female client whilst for a male client it has taken nearly 117 days. This is reversed for full time jobs. Generally, there isn't a major difference in the length of time it takes to record a job outcome if gender is used as the comparator. However, for some outcomes this is not the case. For example, a male who records a part time education outcome will have achieved this after 74 days of support. For a female, the same outcome will have been recorded after nearly 131 days of support. Whilst the difference is not quite as marked for full time education there is still a difference. What isn't obvious from this data is why there are these differences; it is due to the circumstances of the individual or the opportunities being presented - for example are there more courses available that traditionally attract more males than females?



Turning now to look at age and Table 14 below illustrates that the time between engagement start, and outcome is greater, although not by much, for those that are 50 and over, then the younger age group and is shortest for 25-49 year olds.

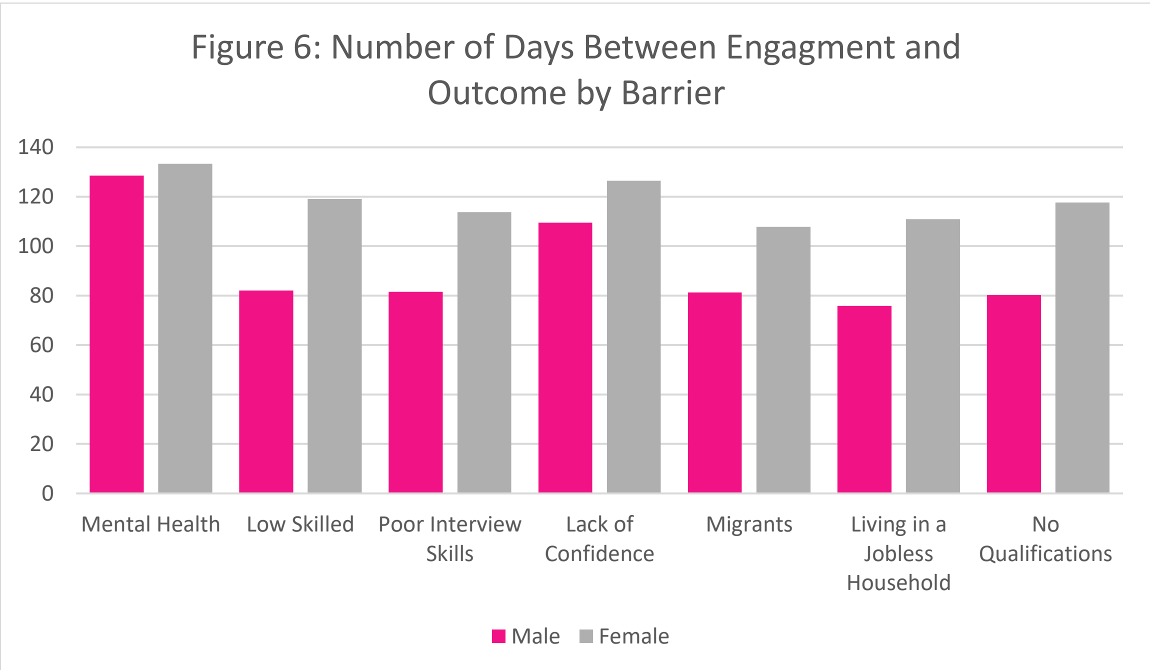
Table 14: Average Number of Days From Engagement Start to Outcome By Client Age.

Row Labels	**Up to 24**	**25-49**	**50 and over**
Employability Training	103.4	22.1	55.0
In Work Progression	125.4	135.8	158.4
Job Entry Full Time	112.3	113.1	126.2
Job Entry Part Time	115.6	108.4	129.3
Progression: Education Full-Time	164.5	132.3	133.3
Progression: Education Part-Time	90.8	104.8	147.0
Progression: Other	161.7	65.5	30.3
Progression: Vocational Training	46.8	62.9	81.4
Progression: Volunteering	144.9	52.9	64.6
Progression: Work Placement	69.9	29.0	
Qualification	90.5	77.7	118.6
Retained Employment	153.0	102.8	104.4
Self-Employed Outcome	82.7	90.3	160.2
Grand Total	**99.1**	**85.8**	**106.7**

Once again job outcomes seem to take a similar amount of time for all age groups, although slightly longer for those aged over 50. Vocational training is the outcome that takes the least time for young people to achieve.

Employability training is the outcome that stands out. It has been achieved by 25-49 year olds within 22 days of starting an engagement, 55 days for those over 50 and 103 days for those under the age of 25. No other outcome has such wide differences depending on age. Looking a little closer this appears to link into the length of time of the course being delivered, with courses that tend to be aimed at younger participants running for a longer period of time compared to others that maybe attract older participants having a shorter focus.

The final area to examine concerns is the length of time to record an outcome depending on barriers recorded. Those that had recorded the barrier mental health took the longest time to record an outcome, any outcome. There is not a marked difference between the length of time recorded for males compared to females for this barrier, but the same cannot be said for others. For example, a female who recorded that they were low skilled will take around 40 days longer to record an outcome than a male who has recorded the same barrier.



Conclusion

This report has examined the projects that are contract managed by CCP and highlights how the pandemic has impacted on the service delivered. It has compared the position in 2019/20 with that recorded in 2020/21 based on data from Caselink.

The findings reflect what we know about how the pandemic, more particularly the restrictions on everyday live imposed to control the infection, has impacted on the way society has interacted over the last year. In the context of services for employability support this has resulted in falls in new engagements (new clients receiving support). This is even though the number of people claiming unemployment related benefits has grown to levels in Edinburgh not seen in the last 25 years which should mean that there is a significant increase in the demand for services.

What has been different compared to previous recessions and increases in the claimant count, is that this time there have been limits on how services can be provided. These limits have been across the whole of society and were introduced with the aim of reducing the spread of infection. This, linked to reductions in the impetus to find work from the various statutory bodies like Job Centre Plus and the fact that vacancies (particularly in sectors such as hospitality) were more difficult to find in 2020/21, has meant that clients themselves are perhaps more likely to attempt to ‘sit tight’ until conditions improve. Once the conditions do improve, restrictions ease and the economy returns to something closer to ‘normal’ we are likely to see an increasing demand for services and an increase in outcomes back to levels recorded in 2019/20.

The report also looks at the barriers that people have recorded over recent years and if there are any differences between those record by female clients compared to male clients. From this we can see that regardless of gender, low skilled, poor interview skills and CVs have been the most frequently recorded barrier. Mental ill health is also a major factor and features in the top 5 barriers for both genders. Around half of all clients who started with the projects over the last 2 years have been assessed as having between 5-10 barriers, and this holds true for males and females.

Linked to the barrier count is the client’s pipeline stage. The data analysed suggests that in 2019/20 29% of all new engagements were for clients who were registered as being at stage 4 on the employability pipeline. The most recent data for 2020/21 suggest that this is now 35%. This should mean that outcomes are easier to achieve for these new starts.

We can see from the analysis that whilst the vast majority of employers (91%) who recruit service users, have only recruited 1 or 2 clients over the last 2 years, there are a number of employers who appear to have recruited relatively large number of clients over the last 2 years. For example, CEC has recruited 20 service users and the NHS have employed 15 clients. Both of the private-sector employers who feature in the top ten are supermarkets.

Overall, outcomes recorded in 2020/21 had taken longer to achieve than those recorded in 2019/20. This tends to support what we have seen occurring elsewhere with opportunities for clients reducing due to the pandemic. The report found that those outcomes recorded in 2019/20 seemed to be recorded 64 days after the client started the engagement. Compare this to outcomes recorded in 2020/21 that were recorded 132 days after the client started.

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[i] **List of funded projects examined in this report.**

Access to Industry: EdinMe (TPG) and EnCompass

Action for Children: Reach Out 19/20 (TPG), Reach Out 20/21 (TPG), Youthbuild 19/20 (TPG), Youthbuild 20/21 (TPG)
All Cleaned Up Scotland: Clean 2 Change (TPG)
All in Edinburgh: Enable, Forth Sector, Intowork, The Action Group.
Canongate Youth Project: The Gate (TPG)
Citadel Youth Centre: Citadel Futureheads (TPG)
Community Help & Advice Initiative (CHAI): South West Employability & Support (TPG) Service
Community Renewal: Employability Safety Net (TPG), Next Step- ESF2020
Cyrenians: Foundation to Employment (TPG), Key to Potential (TPG)
Dunedin Canmore Housing: EVOLS (TPG)
Impact Arts: Bridges Project (TPG)
LINKnet Mentoring Ltd: Link Mentoring (TPG)
Support@Work: Specialist Advice (TPG)
The Broomhouse Centre: SWEET (South West Edinburgh Employability Training) (TPG)
Volunteer Edinburgh: Volunteer Edinburgh - Employability Service(TPG)
Working Rite: Leith Pioneers (TPG)