

# Working together to develop a local work, employability and skills system that delivers more in Lewisham, Lambeth and Southwark

Robyn Fairman

Head of Strategy, LB Lewisham

  
**Lambeth**



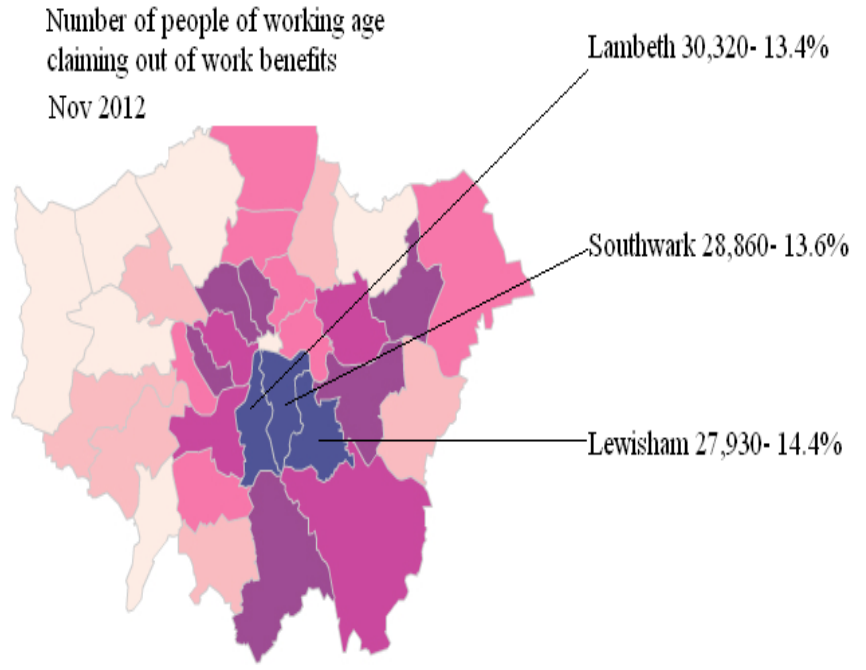
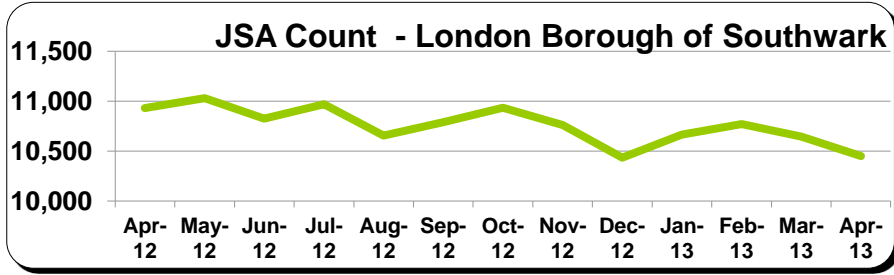
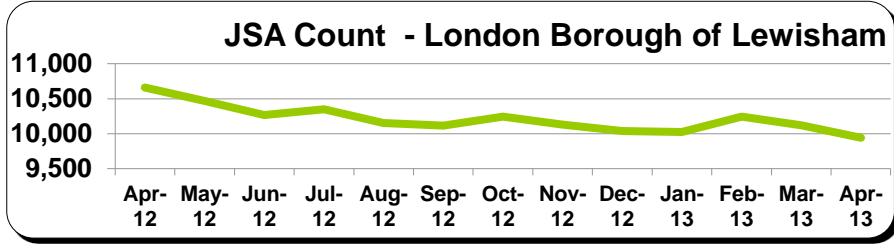
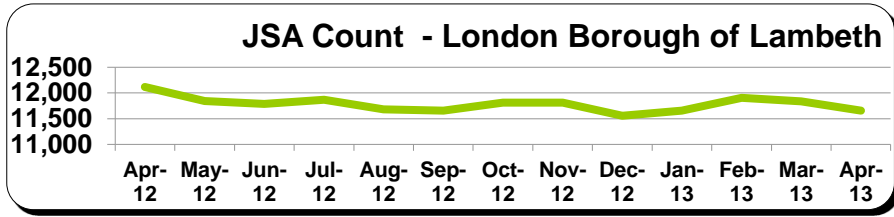
The logo for Southwark Council, featuring the word "Southwark" in a teal script font and "Council" in a teal sans-serif font below it.

**jobcentreplus**

Department for  
Work and Pensions

The local context....

JSA claimants have been reducing in the last 12 months..... But around 14-15% of our populations are on out of work benefits, with roughly 6% never worked and 2-2.5% long term unemployed....



We also have high numbers of people affected by the benefits cap, and other welfare reforms

It's not that our residents don't have qualifications.....so why do local people not get jobs in the city with the highest growth in the UK?

<b>Qualification</b>	<b>Lambeth (%)</b>	<b>Southwark (%)</b>	<b>Lewisham (%)</b>	<b>Inner London (%)</b>	<b>London (%)</b>
No qualifications	14.2	16.3	17.7	15.8	17.6
Level 1	8.5	9.4	11.1	8.5	10.7
Level 2	9.8	10.2	12.5	9.4	11.8
Apprenticeship	1.0	1.1	1.4	1.0	1.6
Level 3	9.6	10.5	10.8	10.1	10.5
Level 4 and above	46	43	38	44.7	37.7
Other qualifications	10	9.2	8.5	10.5	10.0

Source: 2011 Census (Office for National Statistics)

# Are we equipping residents for the future jobs market in London?

Sector of Employment	Net growth/ contraction
Professional, scientific, technical activities and real estate	302,000
Administrative & support service activities	181,000
Information and communication	131,000
Accommodation & food services	100,000
Education	45,000
Health	40,000
Other services	38,000
Arts entertainment & recreation	33,000
Retail	8,000
Construction	- 9,000
Primary & utilities	- 13,000
Financial and insurance activities	- 34,000
Public administration & defence	- 40,000
Wholesale	- 53,000
Transportation & storage	- 56,000
Manufacturing	- 73,000
<b>Net Employment Growth</b>	<b>597,000</b>

# What Lewisham has learnt from being a universal credit pilot

# Universal credit pilot phase 1: what the numbers looked like....

There were **524** people in our sample group for the pilot, all of whom received written correspondence and two telephone calls from us to explain Universal Credit and the benefit cap, the impact on their household and what they could do to prepare



We were successful in getting in contact with **418** of these customers, all of whom were taken through our triage assessment

Our overall success rate for contact was 80%



**249**

were triaged as requiring further face to face support and had appointments booked for them



**143**

were identified as being exempt from the benefit cap and did not require face to face support



**20**

were triaged as vulnerable but refused an appointment



**6**

were identified as still being affected by the benefit cap were not vulnerable and did not require an appointment



Phase one identified that some customers needed intensive support...

Model developed in phase 1 identified 'standard' and 'non-standard' claimants and provides a model for families needing **SOME transitional support** but the model is not sufficient for those requiring **INTENSIVE transitional support**.

## Testing an intensive support model

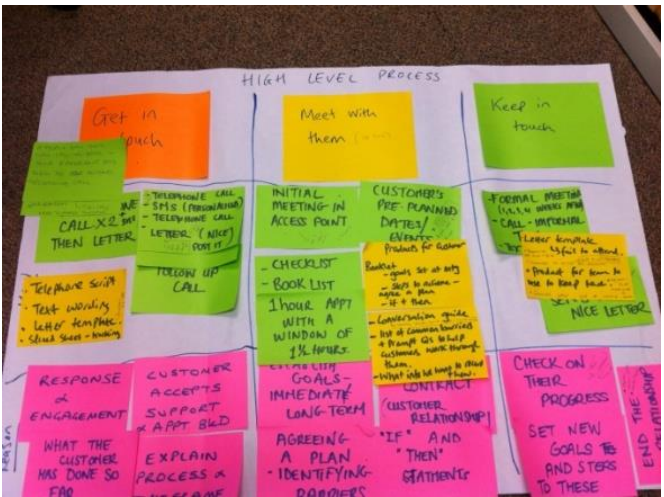


Built a case work model that aims to **glue** everything together – if one area falls apart, so will all the others.

Focused on **sustaining the impact** of the intervention – investing in a casework approach now to stop people re-presenting to us at a later stage.

Focuses on **behaviour change** (resilience, tenacity, responsibility) – which is ultimately the goal of UC

# What Phase 2 looks like...



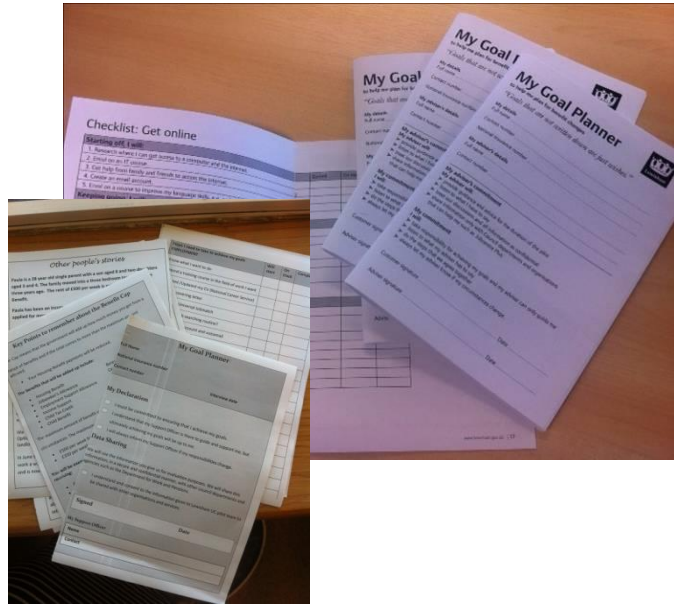
○ We have identified 100 customers from the first phase of the Pilot that require additional support to transition to UC.

○ Each member of the team has a caseload of customers who they'll see a minimum of three times between now and the end of October.

○ Based in our work with the **Behavioural Insights Team** and what we'd learnt from the first phase of the pilot about some customers ability transition to UC we realised we needed to do more.

○ We have developed a 'Goal Planner' to use in customer appointments. This breaks tasks into smaller, more manageable chunks.

○ Feedback so far has been positive and we'll be reporting our findings in our final evaluation report.



What we want to achieve in Lewisham,  
Lambeth and Southwark through a  
community budget approach....

# There is a lot of activity locally trying to get people into work...



- Lewisham Apprenticeship Programme (16-24)
- Family Budgets pilot
- Troubled Families support
- Local Labour and Business scheme
- Work in Children's Centres to tackle unemployment
- Internships for local students
- LDD work placements – Youth Task Force
- Mayor's NEET Programme
- Social Value through Procurement and Section 106

jobcentreplus

- Jobcentre Plus advisor support for all claimants
- Get Britain Working
- The Youth Contract
- Lone Parent Support
- ESF Support for Families with Multiple Problems
- Specialist Disability Support



- Range of accredited and non-accredited courses
- ESOL courses
- Skills provision to support residents to acquire the skills needed for work
- The Skills People – training programmes and apprenticeships



- The Work Programme
- Welfare-to-work programme for those aged 16-64 designed to support those at risk of becoming long-term unemployed to find work
- Delivered by local providers



- Pre-employment support to tenants through contractors or Community Investment Teams
- CV writing, work experience opportunities
- Welfare reform support and advice

# We want a joined up pathway within/ and across our localities from access into universal credit into an employment...

Has the skills training best equipped this resident to access jobs?



LSS access-point



Digital access



Across partners tens of millions pounds is spent on getting people into work? How can we better target and align this spend?



- Specialist Employability e.g. offenders, drugs and alcohol, mental health, LDD
- Housing
- ESOL
- Skills/ training
- JCP and WP employability programmes



work

...Ensuring that every pound of public money spent in the locality achieve value for money, is not duplicating and is achieving the outcomes intended

# In practice this might mean...

## **Within councils:**

- Tackling our own silos between housing/ employment/ economic development/ childrens' services
- Developing a new role and type of advisor on the front line capable of crossing boundaries
- Ensuring our economic development/ regeneration/ procurement functions are securing the maximum local benefit (but also recognising that London is a multiplicity of economies)

## **Within FE and education:**

- Real hard focus on employment outcomes for students and jobs/ skills of the future and making sure the courses equip students for jobs (including very basic skills)
- Getting the apprenticeship/ traineeship offer right
- Getting school employability programmes right and students engaged early on in realities of the job market

## **With JCP and Work Programme:**

- Identifying which more complex cases need to be dealt with by councils both in the LSSF front access but carried through to employment support
- Developing financial mechanisms that allow councils to carry out this holistic approach with the complex rather than referring off to the Work Programme

## And across organisations...

- Knowing what the London jobs market means in relation to our local skills needs and setting out our own skills strategy locally to inform the LEP and local providers
- Working together to tackle language and literacy issues – both identification and in effective courses
- Working together to understand the needs of claimants in relation to employability and ensuring the right provision is available
- Designing the system between the council and JCP in particular that ensures that claimants with high needs, or who the council is already in contact with is treated holistically with no hand offs/ referrals