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Road Map to Employment and Skills in Great Yarmouth and Lowestoft

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Road Map to Employment and Skills in Great Yarmouth and Lowestoft

*Event facilitated and report written by Community Connections on behalf of the following lead agencies who comprised the event steering group:
Norfolk County Council (Norfolk Adult Education Service), Norfolk Unites,
Suffolk County Council (Community Learning and Skills Development),
Suffolk LSC, Suffolk Association of Voluntary Organisations.*

Overview of Event

'Road Map to Employment and Skills in Great Yarmouth and Lowestoft' was an event to launch Recommendation 15 from the LSC's Implementation Plan for post-16 provision in Great Yarmouth and Lowestoft. Attended by 67 delegates from a range of statutory, private and third sector organisations operating in either or both Great Yarmouth and Lowestoft.

The event programme consisted of:

- Presentation by Hazel Mackintosh, LSC Suffolk, providing the context of Recommendation 15.
- Presentation by Mark Bayley, 1st East, outlining the economic benefits of increased partnership working between Great Yarmouth and Lowestoft.
- Intelligence Gathering – market stalls: Collecting information and contacts from 'market stalls' holding information on relevant learning and skills provision from across the area.
- "Road Map of Learner Journey": Working with service user case studies to explore the routes of progression back into employment or skills training.

Following a networking lunch and plenary feedback session, the delegates then heard from an 'Executive Panel', consisting of strategic decision and policy makers from key stakeholder agencies and commissioning bodies across both areas, who also fielded questions from the floor.

Referral agencies

The following organisations were those named at the event as potential agencies to refer case study clients to. The list is not intended to be a full description of those organisations but as initial identification only in key areas of working.

A4E – Jobseekers

Business In The Community – As described

Blackfriars – Housing

Business Link – Training advice

C.A.B. – Personal advice

Centre 81 – Working with those with disabilities, day centres etc.

Community Connections – BME, job seekers, community engagement

Connexions – Youth

DIAL – Working with those with disabilities, advice etc.

Great Yarmouth College

GY & Waveney Councils

GYROS – Migrant communities

Job Centre

Julian Housing – Housing

KickStart – Motorbike hire to increase access to jobs

Meridian East – Mental health and job seekers

MIND – Mental health

Move on East – Ex/offenders into Employment

Next Step – Information, Advice and Guidance (IAG)

NORCAS – Substance misuse support

Norfolk County Council – Adult education service

Norfolk Guidance Services – IAG

NWES – Business support

Priory Centre – ESOL

Shaw Trust – Job seekers

Shelter – Homeless

Social Services

Suffolk County Council – Community Learning and Skills Development

Supporting People – supported accommodation and housing support

Surestart – Families

Target Opportunities – Job seekers

United Response – Mental health

Waveney Community Forum

WEA – Adult education

WEETU – Women's enterprise

YMCA – Various training

Executive Panel Feedback: Three overarching issues from case studies

1: Whether the Children's Services model, devised under 'Every Child Matters', could be extended to adults (19+ or 25+ with disabilities). What comes across strongly from the case studies and delegate input is the need for individualised support, which is what 'Every Child Matters' is about. Two issues on this:

- There are fewer learning and support resources available in Adult Services to provide a comparable service to that found in Children's Services, spread across a much larger population.
- The case studies identified that many adults need support in the management of aspects of their lives – this is particularly related to social inclusion issues.

The panel felt that multi-agency support networks are vital and must operate at a local level.

2. The concept of 'one stop shops' – a single point of contact for adults to receive support and guidance into employment and skills training – are they the best means of support?

Each area has a number of service providers offering support – a multi-agency network must acknowledge our respective areas of expertise in how we can support people, and the different approaches that we take in guiding people into employment.

There are a number of developments in this area – particularly the Adult Advancement and Careers Service – which may well act as a means of joining up services on a national scale, which will equally support local attempts to link services.

3. Funding – how could the funding process be structured differently across organisations?

Mainstream and core funding will always be limited – would it be possible to align other sources of funding with the core funding for learning and skills?

Personal and Community Development Learning Partnerships need to be re-thought – are we engaging with District Councils and LSPs enough around these partnerships?

Feedback

All delegates were asked to complete feedback forms: (A delegate satisfaction rating was determined by average feedback score between 0 and 5, where 5 is 100%)

- Delegate satisfaction in regards to the event in general was rated at **72%**
- Delegates reported a satisfaction level of **68%** in regards to the market stall 'intelligence gathering' activity, and a satisfaction level of **67%** towards the "Road Map of Learner Journey".
- The review of responses from the activities and the setting of priorities was rated at a level of **60%** delegate satisfaction, and the Q&A session with the Executive Panel was rated at a level of **58%** delegate satisfaction.

98% of delegates expressed an interest in being part of a Post-16 Review Network, based on the categorisation developed for delegates at the event.

- **71%** of delegates would like to be part of a *Specialist Support* Network
- **68%** of delegates would be part of a *Job Seekers* Network
- **66%** of delegates would be part of an *IAG* Network
- **66%** of delegates would be part of an *Upskilling the Employed* Network

Some feedback comments:

- "The event highlighted the issues on how communication could be improved across the area."
- "The Networks coming out of Recommendation 15 need a co-ordinator to achieve firm outcomes from today's event."
- "Case studies will never cover all of the problems individuals have, but it was a worthwhile exercise."



Carlos Antunes
BME Support Worker

"In two years in my role as a BME support worker, I have never had such a great day for networking and making links as I did at this event – it really has been extremely helpful. Over the past year there have been a lot of changes in the benefits system and the links I made today will really help me to be able to help my clients."

Key Findings

1. Mapping of networks across Great Yarmouth and Lowestoft is required to build upon the groundwork of 'Road Map to Employment and Skills'.
2. Communication needs to be improved between agencies and services in both Great Yarmouth and Lowestoft, and between the two areas. The best method of doing this is via networks of service provision, based on multi-agency networks where they currently exist, and encouraging further involvement.
3. A significant number of delegates felt that the services (and some networks) to provide learning and skills in Great Yarmouth and Lowestoft were already present, and that the main issue was making individuals and organisations aware of where these could be found.
4. The 'Every Child Matters' model could be applied to Adult Services, particularly the emphasis on personalised services and support, with appropriate learning and support resources available.
5. Highly positive feedback from delegates regarding the *cross-sector* networking that took place at the event.

Recommendations

1. Service networks available across either or both areas need to be mapped to ensure that any Recommendation 15 networks avoid duplication.
2. All delegates and organisations operating in either or both areas are contacted and encouraged to sign up to Recommendation 15 networks, provisionally broken down into the sections of: Job seekers; Specialist support; Information, advice, and guidance; and Upskilling the employed. Delegates will need to be signposted to networks where they already exist, or encouraged to create their own.
3. A service directory for Great Yarmouth and Lowestoft to be explored to identify appropriate service provision.
4. 'Road Map to Employment and Skills' as launch event for future network events.