



Equal Access to Employment *in Glasgow*

# **EQUAL ACCESS - RE:FOCUS**

## **Testing new approaches to Employability in Glasgow**

**Funded by the EQUAL Community Initiative  
Theme A Development Partnership**

**All RE:Focus projects have the following cross-cutting  
themes:**

**Equal Opportunities  
Innovation  
Empowerment  
Mainstreaming**



## Re: Focus Project Summaries

### Northwest Economic Network

The project aims to provide customised employer placements, career guidance, job search support, specialist training and financial assistance to 120 clients from the Northwest Glasgow area who wish to enter/re-enter the labour market and who have been involved with the Criminal Justice Team or have undertaken drug rehabilitation. The project aims to provide opportunities for excluded clients who have had drug or crime related backgrounds.

***Partners include: Northwest Economic Network; Phoenix House; Cube Housing Association & Scotland Against Drugs***

### One Plus

The Health and Employment Initiative aimed to engage/support 120 longer-term sick/ disabled lone parents in north west Glasgow and enable 70 lone parents ultimately to return to work. It will ensure mainstream employment & training resources are accessible to lone parents with health & social care needs and work with employers to recognise the qualities of this client group.

**Ended December 2006**

***Partners include: One Plus; Jobcentre Plus; Maryhill Stress Centre; Glasgow Housing Association; Employment Coalition; Reed in Partnership & REALISE***

### Enable Scotland

The project will support the transition from education to employment of individuals with learning disabilities in the Greater Easterhouse area by equipping them with the skills to compete for local jobs. Beneficiaries will be students at John Wheatley College who are currently unable to gain employment on completion of their studies

***Partners include: Enable Scotland; John Wheatley College; Greater Easterhouse Development Company; Quarriers & Glasgow City Council Social Work Services, North East Area.***



### **Greater Easterhouse Development Company (GEDC)**

This project provides support for clients most distant from the labour market by developing a direct referral process linking local GPs with GEDC guidance and employability services and services provided by other organisations. A key factor will be the inclusion of patients, doctors, health support teams, GEDC staff and other EQUAL partners in focus groups to devise a referral system that will meet the needs of all groups involved. The second phase commenced in November 2005 with the implementation of this referral system.

***Partners include: GEDC; Easterhouse Health Centre & NHS Greater Glasgow***

### **Glasgow North Ltd**

This project aims to support the Incapacity Benefit client group in North Glasgow, through a six week programme designed and delivered by Glasgow North Ltd and Remploy Ltd in conjunction with partners ranging from Social Work and Health based organisations, through to private sector employers. Participants will be offered the further support of partner agencies through a managed referral service. Innovatively, this project brings together potential labour market entrants and employers in order that the needs of both will be met, through tailored pre-employment training methods delivered by the intermediary organisations that will recruit and support participants through aftercare. At all stages, participant feedback has informed the development and adaptation of the programme.

***Partners include: Glasgow North Ltd & Remploy Ltd***

### **What I Need in Life (WIN) – Govan Initiative**

The project has been developed through a detailed planning process involving service users and service providers. It provides a customised personal development programme that is tailored towards the specific needs of people with a mental health issue to help them move more effectively back towards the labour market. The project involves a pre-assessment support programme; training the trainers programme; customised personal development; and a mentoring/peer support programme.

***Partners include: Govan Initiative; Service User Group; NHS Greater Glasgow; Glasgow City Council Social Work Services & Mental Health Work Development Team***



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## **EQUIP**

Through the provision of joint training activities, this project will promote joined up working between local organisations by giving front line staff knowledge and skills to engage with and support those furthest away from the job market, to become economically active. This project will identify “grass roots” training needs locally and promote innovative and reciprocal experiential learning opportunities. This project will provide an environment in which a genuine and lasting culture change can take place in all areas of service delivery.

***Partners include: EQUIP; Glasgow City Council Social Work Services; Greater Pollok Adult Literacies Project; Addaction Scotland; HOPE – Pollok Family Project; CALM Project; SHAW Trust; Citizens’ Advice Bureau & SAMH Training Chain***

## **Tomorrow’s People Trust Ltd**

The project is focused on working with medical staff in identified clinics within a local secondary care provision to assist patients of these services to begin their journey back towards employment. This will be achieved through medical staff referring patients to a Tomorrow’s People Adviser who will provide 1:1 service within the Southern General Hospital as well as other locations near to where patients live. Links have been established with Occupational Therapists in both Rheumatology and Physical Disabled Rehabilitation Unit who both refer clients. The innovation of the project is that it adopts a psychosocial model and integrates the expertise of health and social work professionals with the Trust’s independent Adviser who is skilled and knowledgeable in all aspects involving a delayed or difficult return to work. In addition to the vital understanding of local labour markets, the Trust Adviser will be instrumental in coordinating successful work placements and brokering jobs with employers. These factors together will make a significant difference to the target group, as many will be in fear of / do not trust the “establishment”. They often believe that they could lose their benefit entitlement, which prevents any real progress being made. However, their trust in the GP/Doctor is often very high and referral by them to the independent “non-government” Adviser, who is based in the same building, will be non-threatening and therefore more successful.

***Partners include: Tomorrow’s People; Southern General Hospital; OPENING; Glasgow City Council Social Work Services & Greater Pollok Development Company***



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## **Anniesland College**

The aim of the project is to connect health and social care providers with mainstream provision/employment across the west in order to create a seamless pathway for disadvantaged clients towards the job market. Anniesland College, Social Work, Health Care, Dumbarton Road Corridor Community Forum and Drumchapel Opportunities strategically lead the project. The project main objectives are to:

- Development of a local staff network
- Production of a Staff Information Pack.
- Development of Staff Training Packs
- Organisation of Seminars and Workshops

***Partners include: Anniesland College, Glasgow City Council Social Work, Greater Glasgow Health Board, Drumchapel Opportunities, Careers Scotland, Dumbarton Road Corridor Community Forum***

## **Opportunities**

The project will conduct action research to identify the expectations and fears people have when thinking about starting work. It will use the findings to raise awareness and understanding of client issues among frontline staff. The project will provide training in mentoring and job-coaching skills for staff, who will provide support mechanisms to aid the integration of target beneficiaries into mainstream employment.

***Partners include: Drumchapel Opportunities, the STAR Partnership and the West Area Implementation Group Members – includes Glasgow City Council Social Work, Drumchapel Law and Money Advice Centre, Glasgow West Money Advice, Drumchapel Credit Union, Whiteinch and Scotstoun Housing Association, Three Eyes Project, Drumchapel Citizens' Advice Bureau, Partick Housing Association, Jobcentre Plus***

## **SITE**

This project, based in Partick, is an entirely new approach to help visually impaired people move into sustainable work, running from April 2006 to June 2007. It will design and deliver a series of interventions each aiming to overcome the barriers of preventing visually impaired people from using mainstream services. The project will develop a Visual Impairment Pack (Toolkit) aimed at employment agencies, training providers, employers and employment practitioners engaging and supporting visually impaired people. Another important element of the project will be to develop and deliver a Volunteer Strand to support visually impaired people in the areas of assistive technology and employment mentoring.





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It will be managed by a user-led charity and will be delivered in partnership with private, public and voluntary sector organisations.

***Partners include: SITE, Glasgow City Council Social Work Services, RNIB Scotland,***

### **Royston Youth Action**

Royston is the 9th most deprived area in Scotland: 1 in 3 young people leave school into unemployment; by age 23, 1 in 9 young males will have been imprisoned. Based and delivered within RYA and with support from local voluntary organisations, Glasgow North & Criminal Justice, we will provide young people/ adults with unique training experiences, job relevant qualifications and volunteering/ placement opportunities through their involvement in social enterprise for individuals serving community service orders or who are unemployed. All individuals completing this project will have greatly increased self-esteem, job opportunities & confidence, through the 14 month programme.

***Partners include: Royston Youth Action, Glasgow North Ltd, Germiston Community Association & St Paul's Youth Forum and Community Service Team***

### **East End Referral**

This project aims to identify clients using an independent partnership approach. It intends to identify suitable individuals who are engaging with CHCP front-line staff and have expressed a desire to access employment and training opportunities. This approach is unique in that it aims to establish a semi-autonomous assessment and referral team within the East CHCP area. This team will adopt a partnership approach that includes: Greater Easterhouse Development Company, East End Partnership Ltd, Jobcentre Plus, Careers Scotland and the CHCP. The role of the team will be to act as a central, independent team which will assess, refer and support CHCP clients in identifying early interventions which will enable them to engage and move along an employment pathway. Referrals will be made using a person centred approach to the most appropriate organisation/project according to individual needs. This project aims to demonstrate the benefits, to residents and local organisations, of using a collaborative and joined up approach to improve the effectiveness of inter-agency referral processes and service delivery.



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## Embracing Diversity

The Embracing Diversity project is an employer focused project aimed at supporting employers to recruit and retain a more diverse workforce. The project works with SMEs to try and establish systems and procedure which will support them to recruit people currently at a disadvantage in relation to employment. The model is essentially 'in-work' support for the employers to assist them with any concerns or issues they may have during recruitment. The project is currently based in the East End of the city and is being driven forward by Equal Access to Employment and Health at Work (part of the NHS) with support from a steering group.

***Partners include: Health at Work (GGCNHS); East End Partnership; SEG; Openings.***

## Dispelling the Myths

Equal Access in partnership with Health, Social Care and the Employers' Coalition will develop a series of seminars and master classes targeting disengaged employers about the benefits of employing diverse client groups. This would involve:

- Health/ Social Care/ Voluntary Sector specialists developing information materials to dispel the myths associated with employing people with mental health, learning disability, addictions problems, Aids/HIV, ex-offenders etc and their ability to sustain meaningful employment.
- Working with the Employers' Coalition to organise a series of master class workshops for staff working within the care sectors to promote the business case for engaging with employers.
- Delivering a series of seminars/road-shows that target the private/public business sector, in particular SME's and promoting the business case of employing from the potential workforce already resident in Glasgow.
- Consultation with European partners on good practice regarding promoting the benefits of employing a diverse workforce.

### **Outputs:**

Engage with 150 employers

Produce a series of information materials to support employing a diverse workforce

***Partners include: Jobcentre Plus, Glasgow Employer Coalition, Scottish Enterprise Glasgow***

## New Horizon



**RE:Focus**

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The 'Toolkit for Life' project was established to enhance the skills levels of staff and change the attitudes of service users towards employability. As a result the beneficiaries of the project were frontline staff who were trained to use a new intervention in terms of employability and unemployed beneficiaries who will have access to a therapy targeted at irrational and dysfunctional thinking. Five partner agencies from the Greater Easterhouse area were involved in the project enabling the cross-fertilisation of experience and ideas from frontline staff dealing with clients with varying profiles in terms of employability. Staff beneficiaries were trained to use cognitive behavioural therapy (CBT) as a means of overcoming some of the barriers to employment and using this in both group and one to one situations. Ended June 2006

***Partners include: New Horizon; Greater Easterhouse Community Health Project; Greater Easterhouse Development Company; Greater Easterhouse Alcohol Awareness Project; Community Enterprise in Strathclyde; Greater Glasgow Health Board & Centre of Therapy and Counselling Studies***

### **Castlemilk Economic Development Agency**

Castlemilk Economic Development Agency delivered a new programme – Moving On - designed to meet the needs of those 90% of people who are on Incapacity Benefit and want to return to work. Aspirations can be met if the right help and support is made available. Working with partners and organisations such as Social Work, Jobcentre Plus, Healthy Return to Work, Impact Arts and Lifecoaching in the Community, this project has been developed to enable clients with mild to moderate health disadvantages, obtain professional health, social and vocational interventions, which can speed up the process to help a client return to work. This new project offers the prospect of a health assessment and intervention with a professional – such as a physician, physiotherapist, Occupational therapist, stress counsellor, and with the support of a range of additional professionals – a broad range of supportive interventions which enables and empowers clients to make the transition from a life on benefits to a life in work. Ended June 2006

***Partners include:; CEDA; The Initiative & Social Work Area Teams South and South East***

### **Gorbals Initiative**





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This was a developmental project, basing Employability Co-ordinator within two social work area teams i.e. South Glasgow and South East Glasgow. Working across the two teams to raise the profile of employability, develop new referral mechanisms, communications systems and review structure in order to embed this new element of service delivery within care teams.

**Ended October 2006**

***Partners include; The Initiative: Castlemilk Economic Development Agency; Social Work Area Teams South and South East.***

### **Glasgow Homelessness Network**

Glasgow had no baseline measurement of the employability background, status or aspirations of people affected by homelessness. Therefore, the overall aim of this research project was to inform and influence policy and practice developments across both the homelessness and employability sectors in Glasgow. Research fieldwork was undertaken through a series of focus groups and supported questionnaire sessions with over 400 people, the profile of whom were as representative as possible in terms of age, gender, ethnicity and accommodation type as overall homeless applications made to the local authority every year. The findings evidenced a high level of aspiration and previous activity, but also demonstrated the extent to which the circumstance of homelessness creates barriers to employment and other opportunities. This research has provided a qualitative and quantitative evidence base to enable the Glasgow Homelessness Partnership, in partnership with Equal Access Glasgow, to set realistic targets to assist the transition to learning, volunteering, training or employment opportunities for people affected by homelessness in Glasgow.

***Partners include: Glasgow Homelessness Network and Glasgow Homelessness Partnership (GCC Social Work Services). Ended September 2006***

### **Deaf Connections Survey**

There is no baseline of evidence of the numbers and needs of deaf people in Glasgow seeking work. This project forms a new study that will produce an evidence based research report into the challenges facing deaf people in accessing employment, which has not been gathered at a local area before. The research will be guided by a steering group consisting of social work, voluntary sector, Jobcentre Plus and deaf people. It will be carried out in conjunction with deaf people. There is no clear picture of the numbers of people who are Deaf who use British Sign Language (BSL) and deafened/hard of hearing people in Glasgow who are looking for work and the employment rate. There is anecdotal evidence of deaf people's experiences across the services – however this has not been collated and described in a coherent way. Ultimately, the research aims to make recommendations for mainstream partners on how to support the progression of deaf people into work.





## Two Glasgow city-wide projects:

### A. Frontline Staff Survey

The research for this project involved a survey of nearly 1,200 front - line staff from Glasgow's health, housing, social care, employment, training and education organisations. Two different versions of the questionnaire were distributed, one for staff involved in the health, housing and social care fields; the other for staff in the employment, education and training sector. Focus groups were held with front line staff, following the initial analysis of the survey findings to gain a greater insight into specific views. The research fulfilled its primary role in providing a baseline for the Partnership in respect of the views of front line staff in health, housing, social care, employment, education and training organisations. It also highlighted several areas with strategic implications.

### B. Client Tracking System

Research and development is being conducted for the introduction of a multi-agency client tracking system, so that clients can be tracked between as well as within agencies on their journey towards the labour market. This will enable better planning of services; blocking points on the employment pathway, and clients should experience a more joined up service delivery.

## RE: Focus Contact Details

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