

Haringey Guarantee Scrutiny Review
Minutes of the meeting held on 11th November 2010.

Present: Cllr Strang, Egan, Browne, Schmitz, Basu, Ambrose Quashie, Peter Ryan (Job Centre Plus), Tony Azubike (Reed in Partnership), Paul Head (CONEL), Martin Tucker, Melanie Ponomarenko (minutes).

1. Apologies for absence received from Cllr Solomon.

2. Urgent business - none

3. CONEL owns KIS (Keeping is Simple Training)

4. Reed in Partnership, Tony Azubike, Senior Operations Manager, Pathways - North and North East London

Reed in Partnership has a Department of Work and Pensions (DWP) contract to work with people on health related benefits to try and assist them in getting back to work. This is done through a medical assessment referral from Job Centre Plus (JCP). This includes people who have minor to moderate mental health needs as well as those with physical needs, for example people who have had an accident and are now returning to work.

Referrals also come from GPs, Mental health organizations, Housing Associations amongst others. Estimated that Reed in Partnership receives approximately 40-50 referrals per month. The majority of these are mandated to attend.

Noted that there are approximately 9,500 people receiving Incapacity Benefit in Haringey.

This project is measured on outputs i.e. getting people back into work.

90-95% of people who Reed in Partnership helps back into work go into entry level jobs e.g. cleaning, retail, care and hospitality. A key challenge is finding employers who are will to employee people who have been receiving benefits. Reed in Partnership is working with businesses to overcome the perceptions of people who are on benefits.

The type of support provided to people includes:

- Interview training
- CV writing
- Confidence
- Motivation

- Physio-therapy
- Counselling

An issue under the current system has been DWP and Department of Communities and Local Government (DCLG) stipulation around joint working, the aim of this was to ensure that there was no duplication of services; however it was felt to be a barrier. This has now been removed.

Need to ensure that no future system has any stipulations about working together, particularly in this time of economic challenge.

Feels that Haringey overall has lower literacy rates and in some cases a lower willingness of the population to return to work. These factors make Haringey more of a challenge than other boroughs.

For every ten people three or four tend to get back into work. This is then measured by 13 and 26 weeks for sustained employment.

It can easily take 6-12 months to get someone into work whilst providing them with support and can be providing support to people overall for anything between 5 months and two years.

Some residents don't want to return to work.

Approximately 60% of people supported by Reed in Partnership have mental health needs. This is not necessarily the main reason why they are not working/in receipt of health related benefits. Once someone has been out of work for an extended period they may begin to feel isolated and depressed which is an additional health need from why they are originally out of work. This is applicable to a broad spectrum of age groups.

The funding stream and contract will come to an end in April 2011, at the same time as many other projects funding streams will end.

All providers currently receive a basic amount of funding attached to their contracts and then more depending on outputs e.g. people into sustained work for 13 or 26 weeks.

Reed in Partnership have expressed an interest in becoming a Prime Contractor under the new Work Programme. This would mean that they would have to provide other support and not just health related support. They would also consider being a sub-contractor.

Under welfare reform changes when someone who is receiving Incapacity Benefit (IB) is reassessed by a physician they will either be migrated onto Employment Support Allowance (ESA) or moved onto Job Seekers Allowance

(JSA). There is an appeals process, however it is expected that high numbers of people will be moved onto JSA. There is concern about people being put onto JSA who are not ready for it, particularly as the kind of support being provided to people on IB would stop as well as the continued support being provided to people once they do move into employment. Concern that people will ultimately drop out of work again.

Burnley and Aberdeen are pilots for the reassessments.

There is a real need to ensure seamless pathways under the Work Programme and therefore partnership and joint working is the key. As the overall funding is less then residents are likely to suffer unless all organisations work together and join up.

Discussion around whether it would be beneficial for people if the Haringey Guarantee were to merge with the wider North London Pledge or whether it is better alone. There may be advantages to both i.e. economies of scale could be achieved where services are provided with other boroughs who have similar needs, however Haringey also has some specific issues where there are advantages to a stand alone approach. Noted that the current expectation is that London will be split into East and West on a Prime Contractor basis and if this were to be the case then this would split the North London Pledge boroughs.

5. CONEL, Paul Head, Principal

The panel heard from Paul Head, CONEL

Haringey Guarantee aimed to move away from the commissioning of projects approach and start commissioning outcomes:

- What do we need to do?
- What outcomes do we need to deliver?

The Haringey Guarantee is not about processes but about outcomes and outputs.

Haringey Guarantee has job brokers in CONEL to assist people who are coming to the end of their course.

There is a real need under the Work Programme to retain aspects of working together and the relationships built as a result of the Haringey Guarantee.

Believes that under the Work Programme there is a need for local as well as sub-regional working. Volume is the key under the Work Programme. The trick is understanding how we can make it work for the residents e.g. how can we translate it into benefits which fit the needs of those in Tottenham? How can we

translate the larger scale way of working into outcomes for local residents?
Believes that the Haringey Guarantee is the key to this.

The Work Programme won't continue the thrust of getting local people into local jobs – this needs to be high on the local radar when looking at adapting the Haringey Guarantee for the new approach.

There is a need to get commitment for local apprenticeships etc.

Those Not in Education Employment or Training (NEET) has decreased in the borough but the challenge preventing this from going up is going to increase.

Concerned about those who are 19-25 years old. If people haven't been successful in employment by the time they are 25 years of age then they are destined to become long term unemployed and the next wave of inter-generational worklessness.

- 19-25 year olds are a significant chunk of the local population.
- This has the potential to cause significant issues in later years.
- Also has the potential to cost local services considerable.

19-25 years of age need to be a local theme in any programmes aimed at worklessness. This cohort is relatively easy to identify and target as there are relatively recent records available.

There is a need to look at who are the most vulnerable in the borough and focus on them and also to transfer what we have learnt from the Haringey Guarantee, for example the role of the voluntary and community sector.

Noted that Paul is proud of the successes achieved from the Haringey Guarantee and also the work of those who support it.

There is a need to link up more with the private sector and also engaging with local employers who tend to view themselves as London based as opposed to Haringey based.

Discussion around whether having something on a person's Curriculum Vitae saying that a person is 'job ready' would help make those who have been through the Haringey Guarantee stand out as employers would know they have been through particular training and support programmes and come with a recommendation. Consideration should be given to whether we can get local businesses to sign up to something recognising the Haringey Guarantee.

Is there anything about the London Employers Accord which we can replicate?

Arriva is based in Tottenham and close to CONEL who work closely with them at present, for example around literacy. CONEL recruits on a London wide basis

and are not keen to look at recruiting just locally. However, CONEL lets local organisations and projects e.g. the Haringey Guarantee know when Arriva are recruiting.

Noted that we can not only look within Haringey boundaries for job creation and opportunities, particularly as the borough has changed in terms of no longer being an industrial borough. 'Local' needs to mean 'London Sub-regional'. South of Haringey is the key to employment opportunities for Haringey residents for example, Camden.

The challenge is around widening people's geographical horizons/boundaries, particularly as there are people in some areas of Haringey who have never been into Central London or even out of their Ward. This includes working class people and the long term unemployed as well as there being a cultural element.

Discussion around whether there is a gang element to this also, for example being in the wrong postcodes,

Noted that as long as someone isn't part of the criminal justice system by the time there are in their early 20s then they generally will not be.

The importance of preparation and support for young people was stressed. For example, teaching them about the recruitment process and supporting them when they are in employment to ensure they keep the job. Noted the importance of providing this support once a person gets a job.

HSBC pays an enhanced salary to encourage staff to work in Tottenham who commute from other areas of the borough. What would encourage HSBC to employ local staff?

There is a negative perception of applicants with an N17 postcode.

Noted that there are opportunities with Spurs, particularly if the new stadium goes ahead. We need to encourage them to take on apprenticeships with a guarantee that they will keep them on for 2 years. There is also a need to get Spurs to see themselves as local employers for Haringey.

6. Job Centre Plus, Peter Ryan, Haringey Borough Partnership Manager

Job Centre Plus refers anyone that they feel can benefit to the Haringey Guarantee.

Working in partnership is even more important in the current financial situation.

It would be helpful to know when local businesses are recruiting in order to signpost local people to them.

There are challenges associated with moving people from Incapacity Benefit (IB) to Employment Support Allowance (ESA). This will result in a change to the customer base of those seeking work, for example those who have been on Incapacity Benefit for a number of years. The first six months on ESA will be key.

A major challenge for Haringey is the move from a public sector based employment economy to a private sector one in which the horizons of local people need to be widened, particularly in terms of use of public transport.

There will be an aspect of the Work Programme which will focus on entrepreneurships for example, self employment subsidies.

If someone can demonstrate that they have been self employed for 13 weeks then this counts as sustained employment.

Discussion around whether the Haringey Guarantee is the right model for tackling worklessness. The Haringey Guarantee looks at both the needs of the person as well as focusing on over-coming barriers. Any sub-contractors under the Work Programme need to have good delivery chains. It can be argued that the Haringey Guarantee has this both in terms of experience and partnerships.

The Haringey Guarantee is already engaging with potential prime contractors to find out what their thoughts are for local delivery. The possibility exists that prime contractors may chose to commission larger sub-contractors.

There is a concern that prime contractors could remove the local infrastructure and partnerships and then be starting from scratch.