

Report for: Overview & Scrutiny Committee, 28th November 2016

Title: Annual update on the Overview & Scrutiny Committee's Review of the job support market

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Ward(s) affected: All

**Report for Key/
Non Key Decision:** Non Key Decision

1. Describe the issue under consideration

1.1 This report sets an update on work undertaken to progress recommendations made by Overview & Scrutiny Committee's Review of the Haringey Job Support Market. The Review commenced in January 2015, with a final report that Cabinet responded to on 15th December 2015.

2. Cabinet Member Introduction

2.1 Supporting local people into employment remains a corporate priority under outcome 4 and a key priority of the Economic Development & Growth Strategy. In December 2015 the Council welcomed the recommendations made by the Overview and Scrutiny Committee as a positive contribution to the issue of providing effective support to long-term unemployed people.

2.2 I noted at the time that some of the recommendations would be challenging to deliver and may be beyond the influence of the council and its partners, but this update report shows that there has been much progress in implementing the recommendations as far as possible.

3. Recommendations

3.1 The Overview & Scrutiny Committee is asked to note the progress made towards implementing its recommendations (attached as Appendix 1).

4. Reasons for decision

N/A

5. Alternative options considered

N/A

6. Background information

- 6.1 The Overview & Scrutiny Committee conducted a review of the Job Support Market, to assess the nature and level of support available to those in long term unemployment. The Committee commenced work in January 2015 and within its plan of work held a number of evidence gathering sessions with local stakeholders, including local long term unemployed people.
- 6.2 Cabinet responded to the recommendations made by the Overview & Scrutiny Panel on 15th December 2015.

Labour market information

- 6.3 In broad terms, the UK labour market continues to perform strongly and for the three months ending August 2016:
- There were 31.81 million people in work, 143,000 more than for March to May 2016 and 560,000 more than a year earlier.
 - The employment rate for people aged 16-64 was 74.5%, the joint highest since comparable records began in 1971.
 - There were 1.66 million unemployed people (based on the International Labour Organisation's (ILO) definition of unemployment¹), 10,000 more than for March to May 2016, but 118,000 less than a year earlier.
 - The unemployment rate for people aged 16-64 (based on the economically active population) was 4.6%, unchanged from March to May 2016 and down from 5.4% a year earlier².
- 6.4 In Haringey, the current employment rate of 72.7%, over the period July 2015 to June 2016, is just below the London and England rates of 73.2% and 74.0% respectively. The number of people claiming Job Seeker's Allowance in Haringey currently (August 2016) stands at 3,625, 61% (or 5,570) lower than five years ago.
- 6.5 However, despite this strong performance, there are still groups of people that suffer poor labour market outcomes. For example, at February 2016 there were 11,1710 people in Haringey claiming Employment Support Allowance/Incapacity Benefit, not significantly different from the position of 12,150 claimants five years earlier. This also reflects the trends across London and England.

Project delivery data

- 6.6 Over the period April 2015 to September 2016³, projects delivered, commissioned or supported by Haringey Council⁴ have been successful in

¹ Somebody is defined as being ILO unemployed if: they have actively looked for work in the last four weeks and are available to start work in the next two weeks; or they are out of work but have found a job and are waiting to start it in the next two weeks.

² Source: ONS UK labour market statistical bulletin, October 2016 -

<http://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/bulletins/uklabourmarket/october2016>

supporting 608 unemployed and economically inactive residents into employment.

7. Contribution to strategic outcomes

- 7.1 This fits with Priority 4 of Haringey's Corporate Plan, to deliver growth in Haringey through investment in jobs, skills, business and infrastructure.
- 7.2 This also fits with the priorities outlined in the Economic Development and Growth Strategy.

8. Update on recommendations

- 8.1 The current position regarding the Committee's recommendations are contained in full in Appendix 1.

9. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)

Finance and Procurement

It is expected that the cost of implementing the majority of the recommendations can be contained within existing budgets. However, where there is an additional cost implication for example around improved IT access or changes in salaries for Council contractors to meet London Living Wage, the Council will need to ensure that sufficient budget provision exists or additional budget is agreed by Cabinet before the recommendation can be implemented.

Legal

This is an update report on the progress with Scrutiny recommendations. There are no legal issues arising.

Equality

The Council has a public sector equality duty under the Equality Act (2010) to have due regard to:

- tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (formerly gender) and sexual orientation;
- advance equality of opportunity between people who share those protected characteristics and people who do not;

³ Data for the GLA's Haringey Employment Support Project from April 2015 to June 2016.

⁴ The projects are: Haringey Employment & Skills Team; Haringey 100 (apprenticeships); and Haringey Employment Support Project (GLA funded).

- foster good relations between people who share those characteristics and people who do not.

Current Haringey Council employment delivery is targeted at and monitored against groups who tend to suffer from labour market disadvantage, including young people, ethnic minorities, parents (including lone parents) and disabled people. We will continue to target employment activity specifically at groups that suffer labour market disadvantage and will monitor outcomes for these groups through our existing delivery plan and for any future work taken forward in response to the Overview and Scrutiny recommendations.

A number of recommendations within the review are of particular relevance to our equality duty. It is noted that the review recommends improving communication of local employment services to promote better accessibility (recommendation 8). We have already started to address this as part of the Haringey Employment and Skills Team's move to Wood Green and will continue to take this forward through specific promotional project delivery (e.g. Haringey 100 and Routes to Work).

10. Use of Appendices

- 9.1 Appendix 1 – Responses and updates to the Overview & Scrutiny Committee report recommendations.

11. Local Government (Access to Information) Act 1985

- 11.1 Report of Overview & Scrutiny Committee – Review of Job Support Market – <http://www.minutes.haringey.gov.uk/documents/s82695/JobSupportMarketCoverReport.pdf>
- 11.2 Overview & Scrutiny Committee Review of Job Support Market, Final Report – <http://www.minutes.haringey.gov.uk/documents/s82696/Job%20Support%20Market%20-%20Final%20Report.pdf>
- 11.3 Cabinet Response to Overview & Scrutiny Review of Job Support Market – http://www.minutes.haringey.gov.uk/documents/s82609/08_Response%20-%20OSC%20Haringey%20Job%20Support%20Market%20Review%20FINAL%20updated%20Finance%20comments.pdf
- 11.4 Haringey Economic Development & Growth Strategy – http://www.haringey.gov.uk/sites/haringeygovuk/files/eeconomic_development_and_growth_strategy_pdf_187kb.pdf

Appendix 1 – Overview & Scrutiny Committee Review of the Haringey Job Support Market – Response and Updates to Recommendations

No	Scrutiny Panel Recommendation	Agreed Partially agreed Not agreed	Response	Timescale and lead	November 2016 Update
1	<p><i>There is a need to establish a forum where local job search agencies (e.g. Job Centre Plus, Work programme Providers, Haringey Employment & Skills Team, Voluntary Sector Agencies and registered key Housing Providers) can network, share information and develop a more coordinated response to support the needs of local long term unemployed people. It is suggested that this is a sub group of the Employment and Skills Board and reports directly to it.</i></p> <p><i>Once established, it is clear that this job support forum should be task centred and aim to resolve a number of working priorities which should include:</i></p> <ul style="list-style-type: none"> <i>• How to improve data sharing data across for more effective identification and targeted support for local long term unemployed;</i> <i>• The identification of any gaps in</i> 	Partially agreed	<p>This will be taken forward with key partners such as Jobcentre Plus.</p> <p>A discussion paper covering this recommendation will be presented at the next Haringey Employment & Skills Board meeting. It will ultimately be the Board's decision whether such a group should report to it.</p>	<p>March 2016</p> <p>Economic Development Service</p>	<p>This forum, led by Jobcentre Plus, has been set up and met three times, the last time being 11th October 2016. The main issues discussed by the group have centred on the introduction of Universal Credit and the lowering of the Benefit Cap.</p> <p>In addition, the council and Spurs Foundation have set up a complementary forum focused on employment opportunities arising from the stadium redevelopment project.</p> <p>These issues are fed</p>

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	<p><i>the local skills training offer to unemployed people and to develop shared and coordinated response;</i></p> <ul style="list-style-type: none"> • <i>How local agencies can work together more effectively by aligning priorities and pooling resources to develop a more coordinated response to support long term unemployed people - this could encompass targeting the particular needs of specific groups of long term unemployed people (e.g. single parents, those with criminal records, those aged 50 and over and young people) or the specific employment aspirations of unemployed people (e.g. construction industry, retail, office);.</i> • <i>How the range of training and development opportunities available should be collated and presented bringing together the local skills and training offer in a more accessible and coherent way to the long term unemployed;</i> • <i>To identify good practice</i> 				<p>into discussions held by the Haringey Employment & Skills Board.</p>

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	<p><i>(outcomes) in supporting local unemployed people and to share this across the job support network;</i></p> <ul style="list-style-type: none"> <i>To coordinate approaches to local businesses to extend and improve local job opportunities and or work experience opportunities for the long term unemployed.</i> 				
2	<p><i>People in long term unemployment may face multiple barriers to finding work and therefore present with more complex needs. In this context, long term unemployed require intensive longer-term support across a wide range of services to address all these needs and thus a more coordinated and joined up approach is integral to effective support. Whilst there were many examples of good joint working across services to deliver joined up advice and support to unemployed people, there were a number of gaps and areas where service improvement would be beneficial to assisting long term unemployed;</i></p>	Partially agreed	<p>The feasibility of fully implementing these recommendations will need to be assessed in consultation with relevant Council services and partner agencies.</p> <p>Haringey's Customer Service transformation programme and the Job Centre Plus upcoming review of its physical estate should provide an opportunity to progress this agenda.</p>	<p>March 2016</p> <p>Economic Development Service</p>	<p>There is housing advice and support available to Jobcentre Plus customers as part of the welfare reform hub and the response to the lowering of the Benefit Cap. Further details of actions to support people affected by the Benefit Cap can be found in an update report on the Review of the impact of welfare reform which will also be presented to this committee on</p>

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	<p>a) <i>Advisers at Job Centre Plus and local unemployed people both identified that it would be helpful to have housing advice and support available within Job Centre Plus to provide such specialist on-site support to help clients assess the viability of potential work opportunities and possible impact on welfare benefits;</i></p> <p>b) <i>Quicker and more effective processing of Housing Benefit claims to ensure that claimants receive the benefits that they are entitled to and that any adjustments are made quickly to ensure claimants do not go in to debt;</i></p> <p>c) <i>Evidence from providers and unemployed single parents identified the lack of childcare as a significant gap in supporting local unemployed people. Of particular concern was the lack of provision in the evening and weekends, when more part-time positions were available. A more strategic oversight and commissioning strategy of</i></p>				<p>28th November 2016.</p> <p>The issue of access to childcare is being taken forward as part of the response to the Government's commitment to offer 30 hours of free childcare to 3 and 4 year olds.</p> <p>HEST and HALS are now both located at Wood Green Library, which has lent itself well to more joint activities, e.g. on recruitment for the new Premier Inn that opened recently in Tottenham Hale.</p> <p>The council is also working strategically with CONEL on activities to help more people into apprenticeships.</p>

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	<p><i>childcare provision may be needed.</i></p> <p><i>Improved linkage between job support agencies and local education and training providers (e.g. CONEL and HALS).</i></p>				
3	<p><i>Whilst there is clearly some work taking place to support those with mental health problems back in to work (e.g. employability course offered through MIND, Individual Placement and Support (IPS) service), providers noted that this issue would benefit from a more strategic response involving all job support agencies and BEHMHT to:</i></p> <p><i>a) Provide greater recognition and awareness of this issue within existing support programmes;</i></p> <p><i>b) Upscale local capacity and coordinate a response to this issue:</i></p> <p><i>c) Provide further training to local job support providers to help in the identification and onward referral of clients with experiencing mental ill health;</i></p> <p><i>d) Aid the identification of those with an undiagnosed mental health condition and the range of</i></p>	Agreed	<p>Employment services are already linked in with services to support people with mental health conditions.</p> <p>However, improvements to the current offer and partnership structures are being explored – for example, through an ESF bidding opportunity to support with common mental health problems (involving IPS linked with IAPT and wider employment support).</p>	Ongoing Economic Development Service	<p>The borough-led ESF bid to support people with common mental health problems was unsuccessful. However, discussions are taking place with the successful bidder, Shaw Trust, about the delivery approach.</p> <p>In addition, the council is actively pursuing two relevant lines of enquiry linked to devolution:</p> <p>a) Preventative support for people issued with a sick note to increase the chances that they'll return to</p>

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	<i>support available.</i>				<p>work rather than making a subsequent claim for the Employment & Support Allowance.</p> <p>b) Through the council's membership of Central London Forward, exploring, as part of a devolution deal for London, the possibility of getting more local control over how the Government's new Work & Health Programme is commissioned and delivered.</p>
4	<i>There is a need to develop work experience opportunities among the long term unemployed as these can help to build confidence, benchmark skills and identify additional training</i>	Partially agreed	This is currently being considered as part of the Haringey Academy. However, this will also need to be considered in the context of the available organisational capacity to	April 2016 Economic Development Service	The council's immediate focus, as an employer, has been on setting up an apprenticeship

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	<p><i>needs. Four key areas for development identified within the review included:</i></p> <p><i>a) To substantially increase the <u>volume and quality</u> of work placement opportunities available locally;</i></p> <p><i>b) That there needs to be a more coordinated approach by local job support agencies to local employers in seeking work placement / job opportunities (e.g. to avoid duplication and streamline efforts);</i></p> <p><i>c) That the Council (and Homes for Haringey) should lead by example and establish an explicit work experience programme for local long term unemployed, and should also encourage other public sector and key employers to follow suit;</i></p> <p><i>d) That the Council should consult and engage with local businesses (especially small to medium size) to identify what support they would need to extend and improve work experience opportunities for</i></p>		<p>offer the necessary pastoral support to maximise the work experience benefits.</p> <p>Work experience is already offered to long-term unemployed people – for example, through Jobcentre Plus and the Haringey Employment Support Project. However, it is agreed that businesses should be consulted on what more can be done to increase the availability of work experience opportunities.</p>		<p>scheme that has resulted in 20 apprentices being recruited since April 2015.</p> <p>The possibility of setting up a work experience scheme is still being considered within the context of organisational capacity.</p> <p>Work to develop a more co-ordinated approach to sourcing job and work placement opportunities is being taken forward by the Haringey Employment & Recruitment Partnership (a consortium of major local support agencies, including the council, Jobcentre Plus, CONEL and the</p>

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	<i>local long-term unemployed people.</i>				<p>Spurs Foundation).</p> <p>Through the Council's project with the East London Business Alliance, 12 people were supported into work experience opportunities.</p> <p>The council will also seek to increase the work experience offer through two ESF employment support and skills project that will be co-commissioned with London Councils and the GLA.</p>
5	<i>It was evident from the submissions of both job support providers and from unemployed people themselves that the transition from unemployment to work can require significant social and economic adjustments. The evidence would suggest that there is a need for greater transitional support to help the long term unemployed adjust to</i>	Agreed	Assistance (financial and advisory) of this nature is already made available directly to people who receive support from employment support providers. This includes the Haringey Employment and Skills Team where financial assistance is available from existing budgets, and Budgeting Loans that are available to Jobcentre Plus customers.	May 2016 Economic Development Service	Details of complementary provision is available as part of the commissioned IAG service that is delivered by the Citizen's Advice Bureau.

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	<p>and sustain new employment. This support should include:</p> <p>a) Additional financial assistance where there is a lag between the curtailment of benefits and receipt of first pay cheque;</p> <p>b) Benefits advice and guidance to help people understand the changes that will result from new employment (e.g. housing benefit, council tax exemptions, tax credits);</p> <p>c) Budgeting and financial planning advice (how to manage money), this should include the promotion of the local credit union and financial services available to the unemployed and those on low incomes.</p>		<p>However, a menu of complementary provision that is also accessible (e.g. credit union) will be developed to enhance the current offer.</p> <p>This recommendation should also be fed through to the commissioning team with reference to their procurement of wider IAG services</p>		
6	<p>Evidence from Council officers, Job Centre Plus and from unemployed people themselves highlighted local disparities in the level of careers advice provided to unemployed people. This suggested that there is a need for the development of a local careers guidance strategy to ensure that:</p>	Agreed	<p>This need has consistently been identified in consultation with residents and stakeholders.</p> <p>As a consequence, careers provision (or lack thereof) will be one the areas considered by a forthcoming Employment and Skills review of pathways into secure</p>	Ongoing Economic Development Service	As part of the school age careers project, a careers tool for practitioners has been created and is available on the council website - http://www.haringey.gov.uk/children-and-

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	<p>a) <i>There is consistent and comprehensive careers education and guidance to young people throughout schooling;</i></p> <p>b) <i>Careers guidance continues to be available to adults and those seeking work.</i></p>		<p>employment for Haringey residents.</p> <p>The review will make recommendations on areas for further investment.</p> <p>In the interim the Economic Development team are running a careers education pilot for three Tottenham secondary schools and a National Careers Service adviser is based at HEST on a part time basis.</p>		<p>families/services-young-people/haringeys-career-ambition</p> <p>The council is organising a major careers fair on 16th November 2016 for young people – http://www.haringey.gov.uk/jobs-and-training/help-getting-job/routestowork</p> <p>HEST has set up a strategic relationship with the National Careers Service, which involves weekly drop in sessions for adults seeking careers advice.</p>
7	<p><i>One of the most significant barriers to work is the level of pay offered to those in long term unemployment. From the evidence of the long term unemployed, it was noted that many instances, it would not be financially</i></p>	Partially agreed	<p>The procurement team have been requested to conduct a review of wage levels paid by Council contractors.</p> <p>It should be noted that increasing all</p>	Ongoing Economic Development Service	The council's procurement documentation now includes a question on whether bidders pay the London

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	<p><i>viable to take on part-time or even full time employment once rent and other essentials had been accounted for. The Council was noted to be committed to the provision of the London Living Wage, though the Committee was unsure of the degree to which this applied to contractors (and sub contractors) and if this could be effectively monitored. In this context, the Committee recommended that:</i></p> <p><i>a) The Council and its partners should continue to press for more widespread adoption of London Living Wage to increase the viability of working options for unemployed people;</i></p> <p><i>b) The Council should undertake an audit of council contracts to fully assess the degree to which the London Living Wage is paid to employees;</i></p> <p><i>c) Undertake further work to assess what support is currently provided for those that are in low waged work and identify priorities for additional support and how this can be provided across the job support</i></p>		<p>contractor employees salaries to LLW levels may have cost or service delivery implications for the council.</p> <p>Responding to this agenda, the Haringey Employment Support Project (funded by GLA through the Tottenham programme) has been set targets around helping people increase their earnings levels from minimum wage to LLW.</p> <p>The move to Universal Credit should also mean that Job Centre Plus advisers start providing support to people to access better paid work and that they will continue to provide support for people in work with low earnings.</p>		<p>Living Wage. However, it is the case that cost implications mean that paying the London Living Wage is not always a contractual requirement.</p> <p>The GLA funded Haringey Employment Support Project has had limited success in supporting people into jobs paying at least the LLW. Many of the people the providers have engaged, such as parents, have considered some of the costs (e.g. higher travel costs and loss of benefits) associated with taking a higher paid job to outweigh the benefits of an</p>

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	<i>market.</i>				increase in earnings.
8	<p><i>(i) Members of the panel were encouraged by the work of the Haringey Employment and Skills Team (HEST) in providing in-depth support and advice to local unemployed people. It was felt that this intensive model of support, as well as access to practical services (e.g. IT services), best suited the needs of the long term unemployed. Many long-term unemployed people however, seemed unaware of this service and the support that it provided, and it was thus recommended that:</i></p> <p><i>a) HEST would benefit from improved communications and promotion to improve the accessibility of the services it provides;</i></p> <p><i>b) The presence of a HEST adviser (sessional) within Job Centre Plus may help to improve the interlinking and onward referral between these services;</i></p> <p><i>c) The operation of HEST at additional sites outside of</i></p>	Agreed	<p>HEST has recently moved from Northumberland Park to Wood Green Library which has been helpful in raising its profile across the borough and increasing referrals to and from the Adult Learning Service. The HEST relaunch was well attended by stakeholders and service users.</p> <p>A number of co-location opportunities are being pursued with JCP and also the Adult Learning Service and the National Careers Service.</p> <p>The Head of Economic Development & Growth is considering options to put HEST on a firmer financial footing from 2016/17, subject to savings targets.</p>	Ongoing Economic Development Service	<p>Co-location is taking place with a number of partners including Jobcentre Plus and the National Careers Service.</p> <p>Strategic relationships, involving sharing vacancies and joint training activities, are ongoing with partners such as the College of Haringey Enfield and North East London, and the Tottenham Hotspur Foundation.</p> <p>Revenue funding has been secured to continue with the HEST service in 2016/17. The current proposal is to use Section 106 funding to maintain the</p>

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	<p><i>Northumberland Park may contribute to improved accessibility of this service.</i></p> <p><i>(ii) The Committee noted that there has been financial uncertainty around the future funding of HEST for a number of years which was detrimental to the operation of the service. It appears that such operational uncertainty will however continue in the short term as funding is only assured until 2016/17 within the current MTFS. In this context, the Committee recommended that:</i></p> <p><i>a) That increased income through S106 monies should be used to put HEST on a more stable financial footing to enable it to consolidate and extend the valuable services it provides to local unemployed people.</i></p>				service beyond this financial year.
9	<p><i>Interviews with local unemployed people highlighted the centrality of access to IT computers and the internet to support their job search activity. The Committee noted that</i></p>	Partially agreed	Longer periods of access at libraries need to be balanced against the requirement to make PCs available to as many residents as possible, and library PCs are not solely	Ongoing Economic Development Service	The council's Economic Development Service is exploring a range of options to bring

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	<p><i>those claiming Job Seekers Allowance were required to undertake a minimum number of hours in job search activity each week and that applications for jobs (for whatever grade) almost exclusively needed to be completed on line. With many of the long term unemployed being unable to afford a PC or have internet access at home, local libraries and other community access points had become important hubs for local job search activity. It is apparent however that these sites were often crowded (especially out of school hours) and where access can be limited (1 hour slots). In addition, many of the long term unemployed required ongoing IT advice and support which was not available at such community hubs and therefore further restricted their job search activity. It is therefore recommended that:</i></p> <p><i>a) Providers may wish to consider shared or pooled services to (1) further promote PC and Internet access the borough (2) provide more intensive and ongoing IT</i></p>		<p>intended for job search purposes.</p> <p>We are exploring the possibility of incorporating improved domestic broadband access into the specification for the Development Vehicle, which should over time improve internet access for disadvantaged households.</p> <p>HEST also makes computers available for client jobsearch where possible.</p>		<p>superfast and ultrafast broadband into key business locations. Some of the broadband suppliers engaged have indicated that their offer to the borough could also include free Wi-Fi and internet to public buildings and spaces as well as community buildings.</p> <p>The Economic Development Service has also fed this recommendation into the High Road West Developer Partner procurement process and the vision to create a Tottenham High Road Library Learning Centre.</p>

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	<p><i>support targeted to those with less developed IT skills.</i></p> <p><i>b) There should be improved signposting to IT services and support among providers.</i></p>				
10	<p><i>In evidence from providers, a Guaranteed Interview Schemes for those meeting essential criteria for job vacancies was noted to be a positive development which encouraged local unemployed people to focus and apply for local jobs. Whilst acknowledging that awareness of this scheme may be low and there are currently limited suitable vacancies, the Committee recommended that:</i></p> <p><i>a) There needs to be further promotion of the Haringey Guaranteed Interview Scheme to ensure that relevant vacancies are actively promoted with local job support market providers;</i></p> <p><i>b) That once a working model of this scheme is re-established, it is replicated within Homes for Haringey and suggested to other local partners:</i></p> <p><i>c) That the Council consider</i></p>	Agreed	<p>The Council already offers guaranteed interviews to local unemployed people. The use of the scheme has, however, reduced in recent years due to the reduction in employment opportunities with the council.</p> <p>However, the possibility of extending the guaranteed interview scheme to temporary vacancies will be explored with HR.</p> <p>The possibility of extending the scheme to other employers, such as Homes for Haringey, will also be explored.</p>	<p>March 2016</p> <p>Economic Development Service</p>	<p>Work to explore the possibility of extending the guaranteed interview scheme to temporary vacancies is still being progressed.</p> <p>Extending the scheme has been taken forward with some employers – for example, guaranteed interviews were a feature of the recent recruitment for the new Premier Inn that opened in Tottenham Hale.</p> <p>Work to extend the scheme to Homes for Haringey is still being progressed.</p>

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	<i>opening up this scheme to vacancies recruited through agencies.</i>				
11	<i>The Committee noted that Job Centre Plus is centrally commissioned and that service levels are prescribed accordingly, and in this context there may be little scope for local service variations. It was also noted that Job Centre Plus staff face a difficult task in both monitoring compliance with required job search activities (and thus eligibility for benefits) as well as providing personalised advice and support for job search activity. Evidence from service users would appear to indicate that whilst Job Centre Plus was the key service for accessing training and support, awareness and access to such training courses was perceived to be 'ad hoc' which was mostly dependent on the experience of their personal adviser or the relationship that they had with their personal adviser. In addition, the Committee noted that there were instances where local unemployed</i>	Partially agreed	<p>While implementation of this recommendation would undoubtedly improve services DWP do not typically allow local flexibilities.</p> <p>Discussions are underway about some devolution of commissioning powers for employment support. If achieved this is likely to focus on claimants supported through Work Programme Plus, a similar group to those prioritised for this review. There may be some scope to increase flexibility and sensitivity of provision (including access to training) at this stage.</p>	Ongoing Economic Development Service	Through the council's membership of Central London Forward, we are exploring, as part of a devolution deal for London, the possibility of getting more local control over how the Government's new Work & Health Programme is commissioned and delivered.

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	<p><i>people missed out on training opportunities as JCP advisers did not have authority to sign-off relatively small sums of money for training (as higher authorisation was required which took too long). It is therefore recommended that:</i></p> <p><i>a) A new system for promoting work and training opportunities is developed for local job seekers at JCP;</i></p> <p><i>b) A higher financial limit /lower threshold is established to enable JCP advisers greater flexibility to authorise funding to support training courses for unemployed.</i></p>				
12	<p><i>Interviews with local unemployed people noted that job search activities were hampered by the cost of travel. Whilst some had access to reduced priced Oyster Cards and received support for travel to interviews, awareness of such schemes and take up was by no means universal. It was therefore recommended that:</i></p> <p><i>a) Further work should be undertaken to promote those</i></p>	Partially agreed	<p>There is ongoing work – for example, with Stansted Airport – to promote appropriate financial assistance.</p> <p>However, it is accepted that more could be done to other to promote other means of support (e.g. travel discounts for apprentices). This will be taken forward as part of the response to recommendation 5.</p>	<p>May 2016</p> <p>Economic Development Service</p>	<p>Discretionary support of this nature is still available as part of the HEST offer.</p> <p>The council’s work on apprenticeships also includes promoting the travel discounts available through the Apprenticeship Oyster Card.</p>

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	<i>schemes or agencies which are able to provide financial assistance for travel for unemployed people (e.g. improved signposting between agencies).</i>		We have recently raised the authorisation threshold for the HEST manager to facilitate timely access to discretionary support for travel, interview clothes etc for HEST clients.		
13	<i>A significant personal barrier to gaining work among the long term unemployed was lack of confidence and low self esteem. Many providers noted that the long term unemployed required a ‘hand holding and confidence building’ to assist them through job search processes, however these ‘softer’ aspects of job support services were often absent within commissioning contracts. How local services can help to build confidence and self esteem among long term unemployed therefore remains a critical question for the local job support market. The Committee noted that the successful completion of any training (be it skills based, therapy or art course) could help to improve confidence and lead to improved employment outcomes. The</i>	Agreed	<p>The Haringey Adult Learning Service (in common with Adult and Community Learning services nationally) is now specifically targeted by the Skills Funding Agency and OFSTED to ensure that employability is embedded throughout all its delivery. This provision is valuable as a means of equipping long-term unemployed people with hard skills/qualifications as well as softer skills such as confidence/self esteem, communication and team working.</p> <p>However, this is largely framed in terms of what is permissible by the Skills Funding Agency and although a large chunk of HALS provision will be geared towards accredited training, there is some flexibility – for example, through the Community Learning Fund – to deliver against</p>	<p>March 2016</p> <p>Haringey Adult Learning Service</p>	<p>HALS delivers both accredited and non-accredited programmes for 2,000 learners a year. Success rates are now at or above national averages. Employability is embedded across all programmes and has been recognised and endorsed by external boards and agencies. In the 2015-16 year a destination survey (42% response rate) found that 86% of HALS learners reported improved self confidence and self esteem as a result of the completing a course. 73% of</p>

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	<p><i>Committee therefore recommended: a) That the Council assess how access all adult learning courses could be improved to help long term unemployed move a step closer to the job market.</i></p>		<p>softer employability outcomes.</p> <p>Enabling better access to employability support through adult learning courses is something that is currently being reviewed.</p>		<p>learners reported that their course had helped them with employment /promotion / increasing earnings. This figure includes 98 individuals who reported increasing their earnings to above the living wage.215 individuals found work directly as a result of their course, 263 progressed into higher levels of training. The service ghas reviewed its touch points with employers and set up an advosiry group with employer representation. Closer working with HEST and Employment Services will result in further employability projects in 2017, designed to replicate the Premier Inn work earlier in 2016.</p>

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14	<p><i>Many of the long term unemployed interviewed within this project perceived that there was a stigma to living in Tottenham which disadvantaged them in their job search activities. In this context, it was felt that more should be done to promote a positive image of Tottenham and of its residents – and how more generalised negative perceptions of benefit claimants (for example, as portrayed through Benefits Street) should be countered. In addition, both interviewees and those attending focus groups also noted that in some instances, they felt stigmatised as a service user at some local job support providers. Job support market providers themselves also noted that further work is needed with employers to demonstrate the value and opportunities of employing those who have been in long term unemployment.</i></p>	Agreed	<p>Through our ‘Routes to Work’ campaign the Economic Development team are working to raise the profile of Tottenham residents enjoying successful careers and reinforce a more positive image of the area.</p> <p>We are also working through the East London Business Alliance to improve routes through to entry level jobs amongst their corporate members (largely in the financial sector) and help residents disprove those stereotypes from the inside.</p>	<p>January 2016 and then ongoing</p> <p>Economic Development Service</p>	<p>The council’s Routes to Work campaign was launched in January 2016 and provides positive stories of Tottenham residents in employment – http://www.haringey.gov.uk/jobs-and-training/help-getting-job/routestowork</p> <p>In addition, positive stories of young people in apprenticeships are also being promoted - http://www.haringey.gov.uk/jobs-and-training/training-and-apprenticeships/information-apprentices</p> <p>The project with the East London Business Alliance has been successful in supporting 21</p>

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					<p>residents into jobs outside of Haringey.</p> <p>Other activities, such as the recent launch of Ada College, will also help to raise the profile of Tottenham and increase opportunities to residents.</p>
15	<p><i>The Committee noted that income was derived from S106 monies which can be used to support local jobs and training opportunities (£300k had been received and a further £600k in pipeline). In addition, the Committee noted that planning conditions and procurement processes can be used generate real opportunities for increasing work and employment for local people, where there is sufficient monitoring in place to support this. Whilst beyond the remit of the Committee, it was noted that further work and training opportunities should be included and delivered through regeneration procurement activities of the</i></p>	Agreed	<p>The Economic Development team have commissioned a report on best practice in securing local employment and training opportunities from local development. Recommendations from the report will shortly be received and should be incorporated into our planning regulations and future development agreements thereafter.</p>	<p>March 2016</p> <p>Economic Development Service</p>	<p>The council has used the recommendations from the commissioned report to tighten up the Section 106 employment and training obligations related to two major schemes so far: Spurs and Apex House.</p> <p>To support delivery of these obligations, it is being proposed to also use Section 106 funding to fund a range of relevant</p>

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	Council.				<p>activities, including a dedicated construction employment service.</p> <p>As referenced in the update to recommendation 8, the Head of Economic Development & Growth is proposing to use Section 106 funding to continue with the HEST service beyond 2016/17.</p>
16	<p><i>Throughout the course of this review it was noted that there was a policy tension as to how best the Council and partners should tackle the cycle of worklessness. There was a perception among some informants to this review that it may be more cost effective to target young unemployed people over those in long term unemployment. A critical question therefore remains, in that how does the</i></p>	Agreed	<p>Council services like HEST work with people across a range of ages. While some projects like the Haringey 100 tend to focus on younger people, other aspects of work do prioritise the longer term unemployed. Examples include the potential forthcoming devolution on Work Programme Plus and a joint bid with other London boroughs to deliver ESF-funded support to people with common mental health</p>	<p>Ongoing</p> <p>Economic Development Service</p>	<p>HEST continues to focus its employment support on young and older residents.</p> <p>The council plans to co-commission an employment support project with London Councils, which will increase the capacity to support long-term</p>

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	<p><i>Council and local job support market ensure that the needs of the longer term unemployed continue to be recognised and adequately supported against competing priority groups and a limited pot of resources?</i></p>		<p>problems (often a contributory factor to or exacerbator of long term unemployment).</p>		<p>unemployed people of all ages.</p> <p>Through the council's membership of Central London Forward, we are exploring, as part of a devolution deal for London, the possibility of getting more local control over how the Government's new Work & Health Programme is commissioned, and delivered to long-term unemployed people of all ages.</p>