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<b>Report To:</b>	<b>Inverclyde Alliance Board</b>	<b>Date:</b>	<b>5 October 2015</b>
<b>Report By:</b>	<b>Brian Fleming, DWP</b>	<b>Report No:</b>	
<b>Contact Officer:</b>	<b>Brian Fleming</b>	<b>Contact No:</b>	<b>01475 495346</b>
<b>Subject:</b>	<b>Feedback from “Delivering Differently” Event</b>		

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**1.0 PURPOSE**

- 1.1 To present to the Board the action plan produced as a result of the recent “Delivering Differently” event.
- 1.2 To request that the key actions contained within the action plan are embedded and progressed through the Economic Regeneration and Employability Outcome Delivery Group (SOA3).

**2.0 SUMMARY**

- 2.1 The latest July 2015 claimant count for Inverclyde has reduced by 11% to 1,697 with the 18-24 claimant count reducing by 18% to 420 compared to the same period last year.
- 2.2 These changes whilst positive, recognise that when compared to the Scottish changes in the same period, there remains significant work across the employability agenda to ensure every resident within Inverclyde get the Best Start in Life.
- 2.3 The Action Plan identifies 3 key areas of focus for the Inverclyde Alliance and Economic Regeneration and Employability Outcome Delivery Group.
  - 1. Our delivery to Customers,
  - 2. Our service offer to Employers
  - 3. How best to maximise joint working where possible through co-location

**3.0 RECOMMENDATIONS**

It is recommended that the Alliance Board:

- a. Consider the 3 themes and proposed areas of responsibility
- b. Endorse the agreed actions to be taken forward both across the strategic partnership and through the Economic Regeneration and Employability Outcome Delivery Group.

**Brian Fleming**  
**Business Support Manager**  
**West of Scotland District**

## 4.0 BACKGROUND

4.1 Following the recent Alliance Board workshop led by DWP on 12 June 2015, I am pleased to attach the workshop materials and the outputs from the workshop. These outputs have been developed into an Action Plan for consideration by the Board in Appendix 1.

## 5.0 PROPOSALS

- 5.1
- That the Alliance Board endorses the agreed actions to be taken forward both across the strategic partnership and through the Economic Regeneration and Employability Outcome Delivery Group (SOA3),
  - That each partner takes full responsibility for progressing these action for the good of the residents of Inverclyde,
  - That the Economic Regeneration and Employability Outcome Delivery Group provide update reports to the Programme and Alliance Boards.

## 6.0 IMPLICATIONS

- 6.1
- Legal: Data Sharing – to be investigated and evaluated  
Finance: Co-location – to be cost benefits evaluated on a case by case basis  
Personnel: None – shared across CPP  
Equality & Diversity: None  
Repopulation:The Action Plan aims to deliver a range of improvements for the benefit of the residents of Inverclyde.  
Inequalities: Many of the actions within the Action Plan seek to improve service delivery and build the capacity of some of the most vulnerable residents in Inverclyde, thereby helping to reduce inequalities,

## 7.0 CONSULTATIONS

7.1 Consultation with key officers from the Alliance Board has produced the attached feedback presented within the action plan.

## 8.0 LIST OF BACKGROUND PAPERS

8.1 Delivering Differently Presentation (See below)



IAB Community.ppt

## Appendix 1: Action Plan

Category	Recommendation	Concerns/ideas	Responsibility
<b>Customers</b>	Long term mapping of provision to meet labour market needs further down the line	<ol style="list-style-type: none"> <li>1. How do we resource mapping the data</li> <li>2. How do we work collectively to design <i>and maintain?</i></li> <li>3. Future data sharing agreement</li> </ol>	CPP (Joint responsibility) / SOA3 Outcome Delivery Group
<b>Customer</b>	Data Sharing	<ol style="list-style-type: none"> <li>1. Get to the root of the issue</li> <li>2. Between organisation, early intervention to support customer to meet conditionality</li> <li>3. Sharing deeper understanding required on complex needs of customers.</li> <li>4. Critical Information sharing – welfare and benefits. How do we make it happen?</li> <li>5. Preferred partner status- Would this help?</li> </ol>	Brian Moore
<b>Customer</b>	In work support	<ul style="list-style-type: none"> <li>○ How do we maximise the support in this area beyond DWP UC delivery throughout the wider partnership?</li> <li>○ Consider tracking, bespoke packages and longer term support.</li> </ul>	CPP (Joint responsibility) / SOA3 Outcome Delivery Group
<b>Customer</b>	Maintain strong links within 3rd sector.	More work required around stronger community connections.	CPP (Joint responsibility)

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Category	Recommendation	Concerns/ideas	Responsibility
<b>Customer</b>	Use of available funding	How do we utilise available funding? Can we tap into Big Lottery funding for over 25's?	CPP (Joint responsibility)
<b>Customer</b>	Anonymous case reviews	How can we make this happen? Who needs to be involved?	Customer Representative Group
<b>Customer</b>	Claimant Commitment – partners to be involved in work coach dialogue.	1. How can partners be involved in the claimant commitment? 2. How do we forge relationships between all agencies to ensure best service to customer?	Customer Representative Group

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Category	Recommendation	Concerns/ideas	Responsibility
<b>Employer</b>	Promote Inverclyde as a base to outside employers	<ol style="list-style-type: none"> <li>1. Co-ordination of approaches to large employers</li> <li>2. Working across travel to work areas</li> <li>2. Maximising use of Gov. delivery?</li> <li>3. Building a joint single employer offer, ensuring all relevant partners are fully included?</li> <li>4. Develop MA model to fit in with wider agenda.</li> </ol>	CPP (Joint responsibility) / SOA3 Outcome Delivery Group
<b>Employer</b>	Sectorial Demand	<ol style="list-style-type: none"> <li>1. Where is the demand and how do we meet it?</li> <li>2. How does this fit in with Employer offer?</li> <li>3. How do we manage industry needs against available customer pool?</li> <li>4. How do we manage employer expectations?</li> <li>5. How do we involve employers in up skilling available customers?</li> <li>6. How do we make better use of SBWA?</li> <li>7. How do we tap into business experience?</li> </ol>	CPP (Joint responsibility) / SOA3 Outcome Delivery Group
<b>Employer</b>	Modern apprentice model	<ol style="list-style-type: none"> <li>1. Develop MA model to fit in with wider agenda.</li> <li>2. Consider Adopt an employer – progress young people through system (German model)</li> </ol>	SOA3 Outcome Delivery Group

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Category	Recommendation	Concerns/ideas	Responsibility
<b>Co-Location</b>	To encourage joint use of available locations throughout Inverclyde bringing together including maximising use of use of DWP premises	Costs / Infrastructure / Security Complimentary service delivery Improved service to the community	Aubrey Fawcett (group to be established to consider the options available)
<b>Co-Location</b>	3 <sup>rd</sup> Sector and Housing Association have need for good quality accommodation	Suitability of DWP premises	As above
<b>Co-Location</b>	Consider DWP staff working out of other partner/agencies premises	<ol style="list-style-type: none"> <li>1. Bringing employability focussed support to disadvantaged communities (e.g. Broomhill / Woodhall)</li> <li>2. Measuring impact and value for money</li> <li>3. Minimising duplication of services across the partnership</li> </ol>	As above
<b>Co-location UC Implementation</b>	Minimise customer FTA for appointments for budgeting support	How could co location for budgeting support delivery minimise the drop-out rate and maximise participation through effective joint working and warm handovers from DWP to service providers.	As above