



Working for Fife
**A Survey of Third Sector Employability
Pathway Services in Fife 2015**



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Executive Summary

Working for Fife 2015 gathers data from 29 third sector organisations delivering 43 different employability projects in Fife.

Working for Fife 2015 provides:

- An overview of the economic and strategic context in Fife including changes on the 'employability horizon'.
- Analysis of how third sector employability provision maps against Fife's demographics of unemployment.
- Consideration of its performance for clients.
- Recommendations to address key barriers and challenges for employability services in Fife.

Of the 29 organisations that responded to our survey 16 are local, 12 national and 1 is regional. Between them they employ 136 staff across 43 different employability projects in Fife and provide 3,852 client places each year. A summary of all the projects that responded to the survey can be found overleaf.

25 of the 43 projects are part of formal partnerships in Fife, the largest of which is the Fife Employability and Training Consortium.

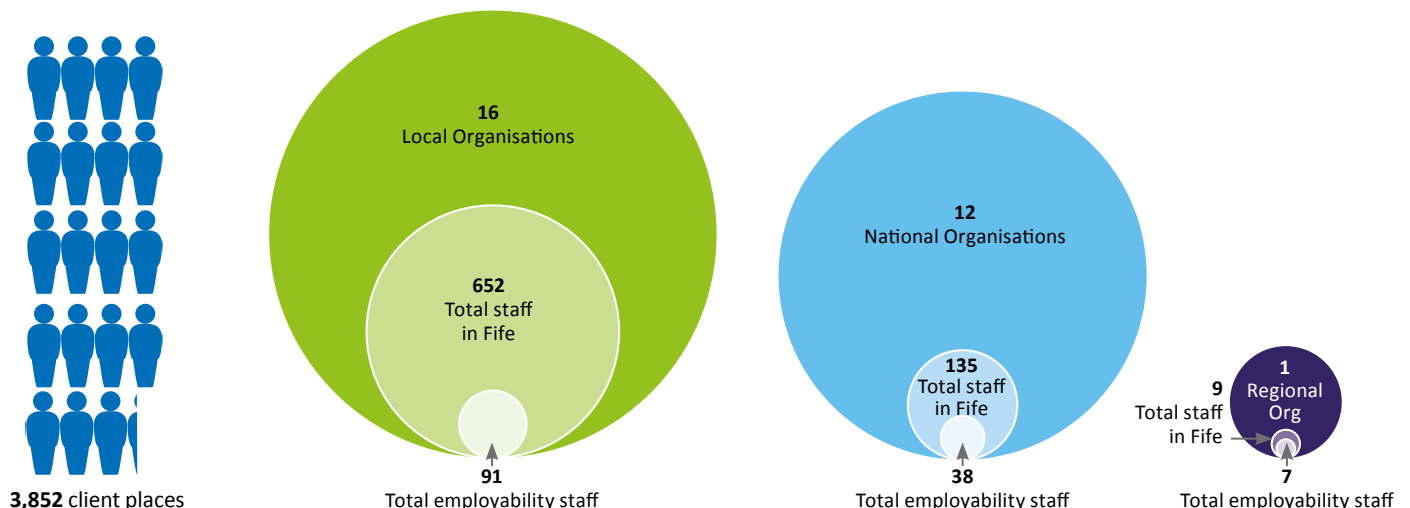
The local strategic employability partnership, the Opportunities Fife Partnership (OFP), has invested in building capacity in the third sector. This is evidenced by a significant increase in the proportion of OFP funding going to third sector providers from 28% in 2013 to almost 70% in 2015.

Since *Working for Fife 2013* the balance of Pathway provision has changed with an increase in provision that is targeted at people who are long-term unemployed or have multiple barriers to employment. There are (still) noticeable absences in provision for those with caring responsibilities and for people from migrant communities.

In the first half of 2015 third sector projects worked with 1,950 clients of whom 38% moved into employment or self-employment and 10% moved into education. 25% of clients accessed volunteering or work placements.

The top three services provided by projects are: personal development, developing communication skills and confidence building. This is also reflected in the balance of provision with 22 projects (51%) focusing across stages 1, 2 and/or 3 of the Fife Employability Pathway.

Organisations and employability staff in Fife



There has been a 38.4% decrease in Job Seeker’s Allowance claimants in Fife since 2010. It is likely those that remain will have more complex barriers and be further from the labour market and therefore may well need services targeted more at the earlier stages of employability provision. Employment Support Allowance claimants have also fallen since 2010 (-1.9%) but have been gradually rising since 2013.

In terms of Fife-wide coverage 28 projects (65%) are Fife wide which represents an 18% increase on 2013.

Levenmouth still appears to be one of the least well-served localities for employability services despite having the second highest proportion of deprived areas in Fife.

Only 17 projects (40%) currently use tools to measure distance travelled. Given the focus of provision at the earlier stages of the Pathway it will be increasingly important to evidence progressions which are not solely about getting a job.

Nine projects (22%) reported that lack of public transport at key times had affected clients taking on a job which involved shift work. This is a critical issue for strategic planners going forward.

Approximately £3.2 million is deployed across the 20 projects who provided financial information. We expect the figure for all services to be at least double. Key sources of funding include The Big Lottery, Opportunities Fife Partnership, Fife Council, Employability Fund, People and Communities Fund, Department for Work and Pensions and Fife College.

The sector (and Fife) face a number of key challenges. The top three things that respondents said would help the sector do more for their clients are:

- Focus on a Fife-wide employer engagement strategy that is working for all services.
- Improve connections and networking between providers. Including the creation of a directory of services (online and on paper) and continuation of events such as Know Your Network.
- Longer-term investment in funding to increase ability to attract external funding, improve staff retention, pathway referrals and investment in client journeys for those furthest from the labour market.

Based on the findings in this report Working for Fife 2015 puts forward 14 recommendations that FVA feel would help to improve employment outcomes for the people of Fife.

Summarised Project Outcomes April – Sept 2015 for 35 projects

Total clients worked with **1,950**



Employability Projects by Partnership and Pathway

The table below summarises information on all 43 employability projects who submitted information to our survey.

Consortium/ partnership	Local/ National/ Regional	Organisation's Name	Project Name	Pathway Stages
Fife-ETC	Local	BRAG Enterprises Ltd	Fife-ETC	1 2 3 4
Fife-ETC	Local	BRAG Enterprises Ltd	Sportworks	3
Fife-ETC	Local	Clued Up	CUExcel	1 2 3
Fife-ETC	Local	FEAT	Journey to Work	1 2 3
Fife-ETC	Local	Fife Voluntary Action	Fife-ETC	2 3
Fife-ETC	Local	Kingdom Housing Association Ltd	Fife Works	3 4 5
Fife-ETC	Local	West Fife Enterprise	Employability Academy	2 3 4
Fife-ETC	National	Scottish Christian Alliance	Fife-ETC Gilven Project	1
FVA/CARF/Fife-ETC	Local	Citizens Advice and Rights Fife	Bank of Scotland Financial Inclusion Project	2 3
FRSP	Local	Living Solutions	Rural Skills	3
FRSP	Local	The Ecology Centre	No specific project name	2 3
FRSP	Local	Rural Skills Scotland Ltd	DWP Rural Skills Academy	3 4
Cowdenbeath local area planning partnership	Local	BRAG Enterprises Ltd	Introduction to Care	2 3 4
New Enterprise Allowance (East Scotland)	Local	BRAG Enterprises Ltd	New Enterprise Allowance	3 4
Living Lomonds Landscape Partnership	Local	Falkland Stewardship Trust	Rural Skills	3 4 5
Fife IPS Service	Local	FEAT	Fife Individual Placement and Support (IPS) Service	1 2 3 4 5
Fife Council, One Parent Families Scotland/CARF	Local	Fife Gingerbread	Making it Work	1 2 3 4 5
Opportunities for All, Fife Council	Local	Fife Voluntary Action	Opportunities for All - Supported Volunteering	2 3
Sub-contract to Shaw Trust	National	Capability Scotland	Work Choice	1 2 3 4 5
Fife College	National	Enable Scotland	Transitions to Employment	1 2 3
Kennedy Scott and Shaw Trust	National	Momentum Skills	Specialist Employability Support (SES)	1 2 3 4 5
Momentum Scotland	National	Momentum Skills	Work Choice	1 2 3 4 5

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Consortium/ partnership	Local/ National/ Regional	Organisation's Name	Project Name	Pathway Stages
Fife Council Supported Employment Service	National	One Stop Shop for Autism	Support and Understanding of Social Skills	2
Diageo L4L	National	Springboard UK	Diageo Learning for Life	3 4
National partnership	National	The Princes Trust	Get Into Retail	1 2 3 4 5
	Local	CLEAR Buckhaven	CLEAR	2
	Local	Falkland Stewardship Trust	Rangering and volunteering	2 3
	Local	FEAT	Employ Young Minds	1 2 3
	Local	FEAT	Employ Your Mind	1 2 3
	Local	Fife Migrants Forum	Big Lottery Links to Support	1 2 3
	Local	Fife Young Carers	Young Adult Carers Project	2
	Local	Furniture Plus	No specific project name	2 3
	Local	West Fife Enterprise	Employability Fund	3
	Local	YMCA Glenrothes	No specific project name	1 2
	National	APEX Scotland	Labyrinth	1 2
	National	Capability Scotland	Progress Fife	1 2 3 4 5
	National	Deaf Action	Deaf Action's Employability Service	1 2 3 4
	National	Link Living	Step Up	4
	National	Link Living	Step On	1 2
	National	Rathbone	Employability fund	2 3 4
	National	Springboard UK	SDS Employability Fund	3 4
	Regional	DEAP Ltd	Fife Recruitment and Outreach Project	1 2 3 4 5
	Regional	DEAP Ltd	Employability Fund	1 2 3 4 5

1. Introduction

Welcome to our second report mapping the range and spread of third sector employability services in Fife. This report builds on the findings of *Working for Fife 2013*.

Working for Fife is produced by Fife Voluntary Action (FVA). FVA is the third sector interface for the Fife Council area. We are an independent charity that receives funding from key public sector agencies to ensure the third sector is robust, resilient and delivers high quality services for the people of Fife.

FVA is funded by the Opportunities Fife Partnership to provide capacity building support to third sector employability services in Fife.

The content of this report is based on a combination of:

- Desk-based research.
- Electronic survey.
- Follow up telephone calls.

32 organisations were identified and contacted directly of which 28 replied to our survey. This is an 87% response rate. In addition to this the survey was circulated openly through the FVA employability e-bulletin from which one additional organisation, Deaf Action, submitted a response.

In total 29 organisations responded to the survey.

Organisations were asked to submit one survey for each project that they deliver in Fife. This was to allow for more in-depth analysis by client group, geographical area, types and stages of provision.

Information was received on 43 separate employability projects in Fife.

IT IS IMPORTANT TO NOTE that in addition to the work done directly around employability the third sector plays an increasingly significant role in improving employment outcomes for the people of Fife through:

- engaging with harder to reach communities through frontline support services and community projects.
- developing peoples' skills, confidence and wellbeing through community activities.
- building employability skills through general volunteering.
- referring people to other services and opportunities for skills development.
- delivering training.
- acting as a significant employer and career destination in its own right.

. . . the third sector plays an increasingly significant role in improving employment outcomes for the people of Fife . . .

2. Regional Context

This section provides a brief overview of the Fife economy, particularly focusing on trends in business, employment, unemployment, and the claiming of benefits up to 2015¹.

2.1 Economy

In 2013 the Fife economy was recovering at a more rapid rate than Scotland's. While more recent figures on economic growth are unavailable, analysis of the data available paints a picture of a Fife economy in which there are more businesses, higher employment (including self-employment), and fewer benefits claimants.

The staging of the Open Championship in St. Andrews is estimated to have injected an extra £52 million into Fife's economy in 2015². In contrast the sudden closure of major employer Tullis Russell and the effect of this on businesses in its supply chain, as well as the closure of the Forth Road Bridge in December 2015, are likely to have had a significantly detrimental effect.

In 2015 32 businesses in Fife used the Partnership Action for Continuing Employment (PACE) services. PACE provides Government funded redundancy support for people and businesses in Scotland. This affected a total of 1,651 staff in 2015³. Despite this the number of businesses appears to be growing. See Figure 1.

The general pattern towards smaller businesses could be cause for concern for employability service providers. Micro businesses generally have less capacity to employ new staff, and with often limited human and financial resources, are less likely to recruit speculatively, instead relying on individuals who they can be confident are 'job ready'.

Figure 1 – Change in enterprises in Fife 2010-2015

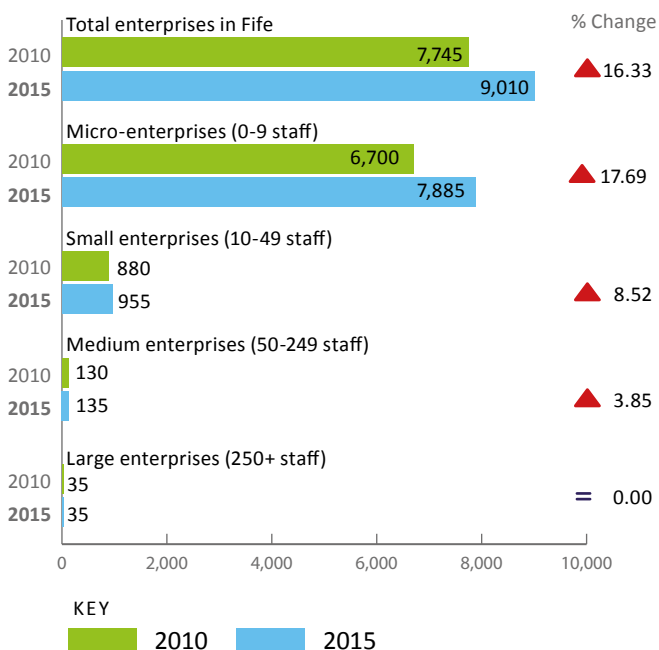
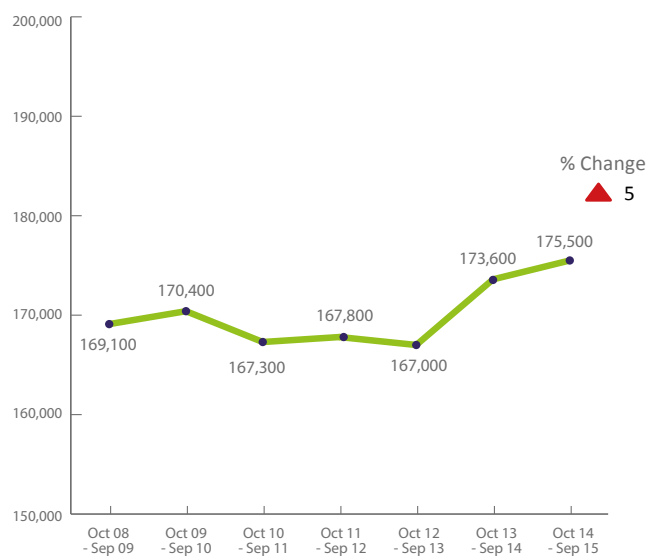


Figure 2 – Average employment rate in Fife



1. All statistics used in this section, unless otherwise stated, are derived from the NOMIS system (www.nomisweb.co.uk).

2. Andrews, K., 2016. *The Courier*, 18th January.

3. Skills Development Scotland.

2.2 Employment

Fife’s workforce has grown steadily over the last few years, with employment figures hitting 175,500 in September 2015. This is an employment rate of 74.2%, the highest rate since 2009 when the effects of the economic crash began to be felt. See Figure 2.

Figure 3 shows public administration, education and health continue to represent the largest employment sector accounting for 34.3% of jobs in Fife compared to 30.5% for Scotland as a whole.

According to NOMIS since 2012, the proportion of workers in Fife employed as managers or in professional positions has risen to 38.5%, still well below the Scottish average of 41.8%. The region

continues to be staffed above the Scottish average in the areas of Sales and Customer Service (10.8% compared with 8.8%) and of Process Plant and Machine Operatives (7.3% in Fife and 6.0% nationally).

Further analysis of job growth by industry in Fife can be found in the Fife Workforce Modelling Report 2015⁴ which projects a net employment demand of 63,500 jobs between 2010 and 2020.

Figure 4 shows that self employment rates in Fife have risen considerably since 2010. However, this figure has fluctuated over the last five years, and is currently below the 2012 peak. The percentage of the workforce who are in self-employment, 6.4% of the working age population, falls well short of the Scottish equivalent of 8.0%, although this gap is narrowing.

Fife’s job density (0.62 jobs per working age person) currently remains well below the Scottish rate (0.76).

Figure 3 – Employee Jobs by Industry (2013)

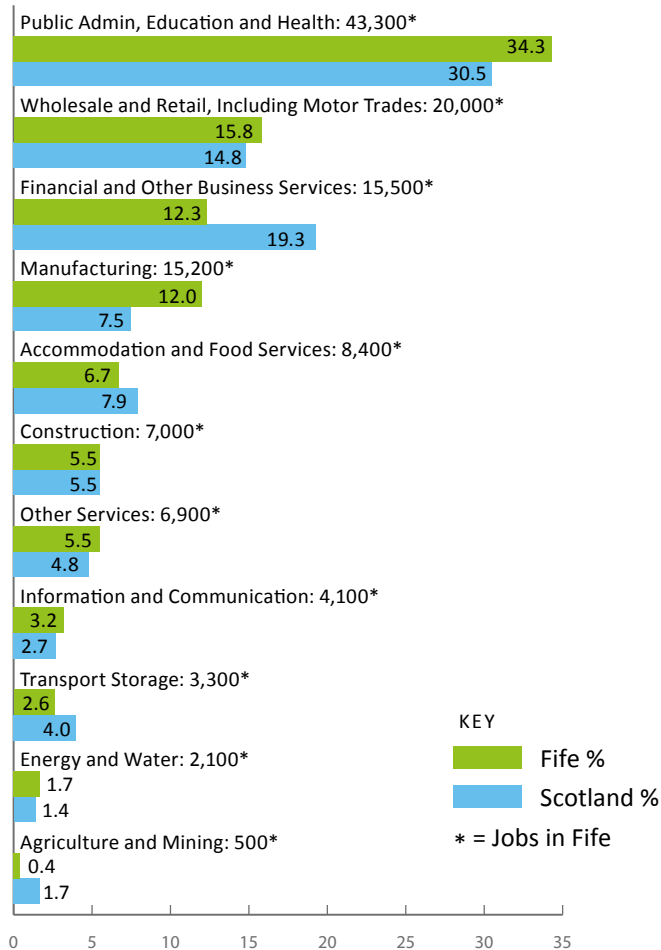
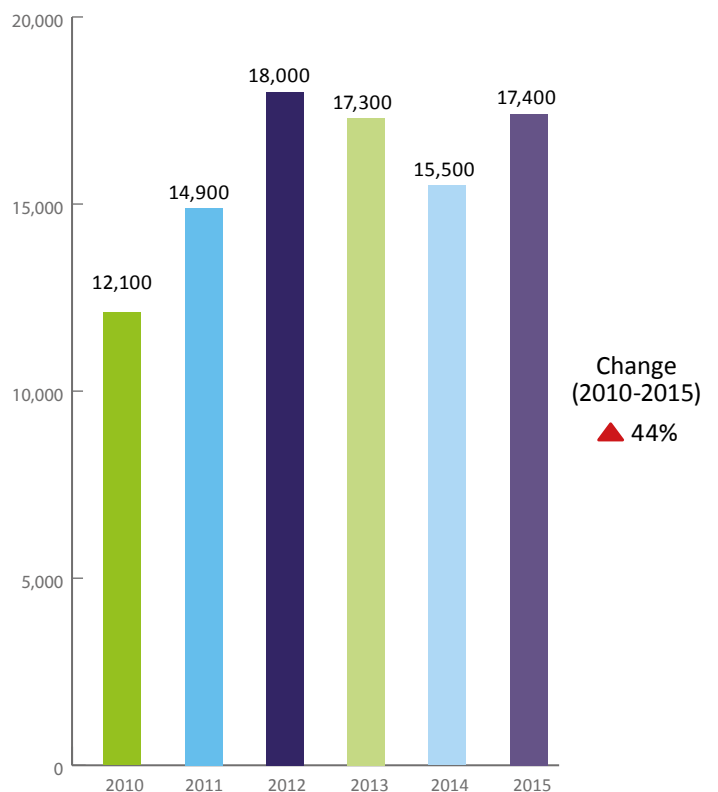


Figure 4 – Self-Employment in Fife



4. Fife Workforce Modelling Report 2015 - www.fva.direct/gd94s

2.3 Earnings

As across Scotland, there are no guarantees that the rise in jobs corresponds with an associated rise in quality of living.

Median weekly earnings in Fife were £517.50 in June 2015, compared with £477.70 in 2010. However, this is a real terms decrease - the Consumer Price Index shows that the purchasing power of the 2015 figure is equivalent to £461.31 in 2010 (therefore median income today is £16.39 per week less than five years ago)⁵. Full-time male workers enjoy a substantially higher median income compared with females (£549.80 to £470.90), with both of these figures being below the respective national median for the genders.

The Fairer Fife Commission report *Fairness Matters*⁶ recommends Fife approve a target for 2030 of being within the top five Scottish local authorities for median gross weekly pay. At present, Fife ranks 15th of 32, well short of the £571.00 median for the top five authorities.

Figure 5 – Median Weekly Earnings



5. What's the Cost [Online], Available at <http://www.whatsthecost.com/cpi.aspx>

6. The Fairer Fife Commission, 2015, *Fairness Matters* - www.fva.direct/zbn55

7. Census Scotland 2011

2.4 Unemployment

The working age population in Fife has dropped from around 234,800 in 2010 to 232,100 in 2015, with minor fluctuations. The 5% increase in the employment rate (see Figure 2) over the same time period equates to around 9,000 jobs. Not surprisingly we have seen a corresponding decrease in Job Seeker's Allowance (JSA) claimants in the area.

Figure 6 shows that **since 2010, the number of JSA claimants has almost halved from 10,030 in August 2010 to 5,930 in May 2015.**

Overall, the number of people claiming Employment Support Allowance (ESA) has fallen slightly (1%), but year-on-year rises since 2013 suggest that this trend may be reversing. At 17,900 in May 2015 ESA claimants represent a far higher proportion of the Fife population than JSA claimants.

Figure 7 demonstrates that age strongly affects how long JSA claimants stay on the benefit with 50 to 64 year olds three times as likely to claim for more than 12 months compared to 18 to 24 year olds. Claiming for more than 12 months at this age dramatically reduces the likelihood of people moving off benefits before retirement.

Carer's Allowance is claimed by 11.3% of benefit claimants in Fife. The total number of claimants rose to 3,910 in May 2015, almost double the number in May 2000 (2,150). It is noteworthy that the number of claimants pales in comparison to the number of Fife residents who identify as carers, 34,828⁷

Numbers claiming benefits for Lone Parents has continued to reduce, from 2,950 claimants in May 2013, to 2,690 in May 2015 – this represents a fall of just under 9%.

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Figure 6 - Overview of Key Benefits Statistics 2010-2015

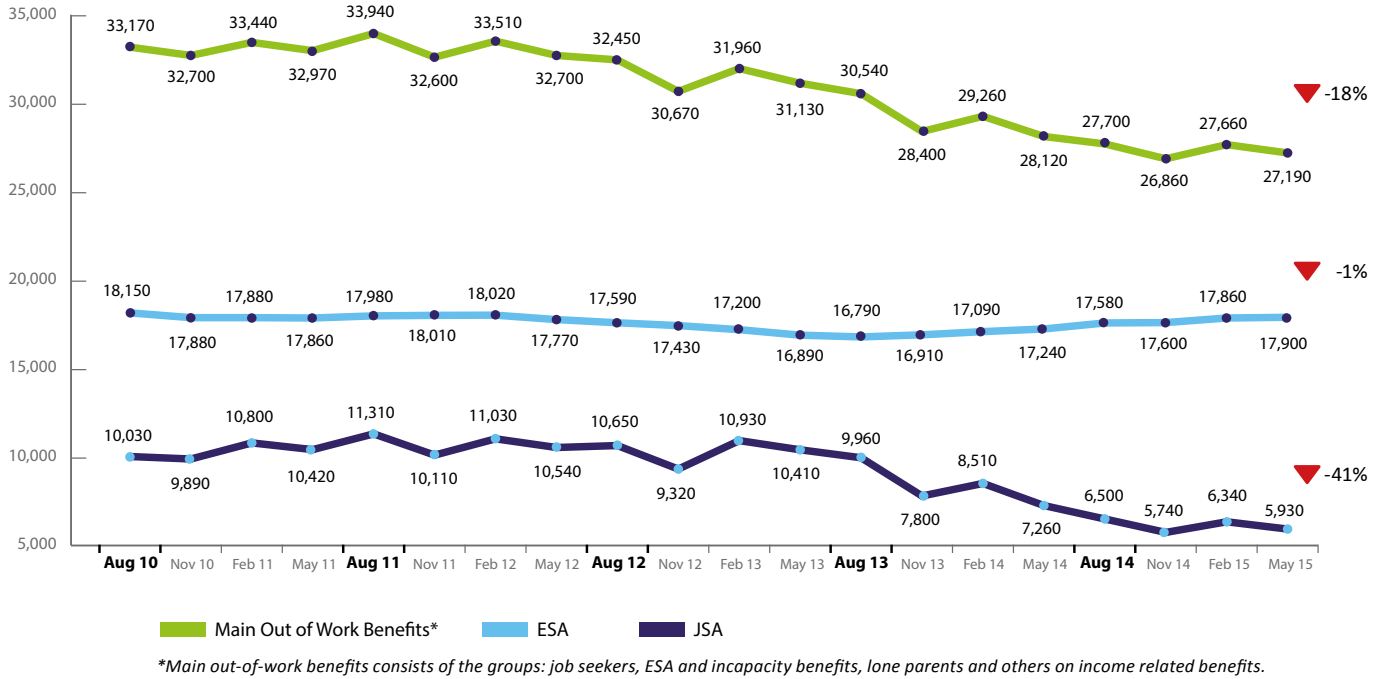
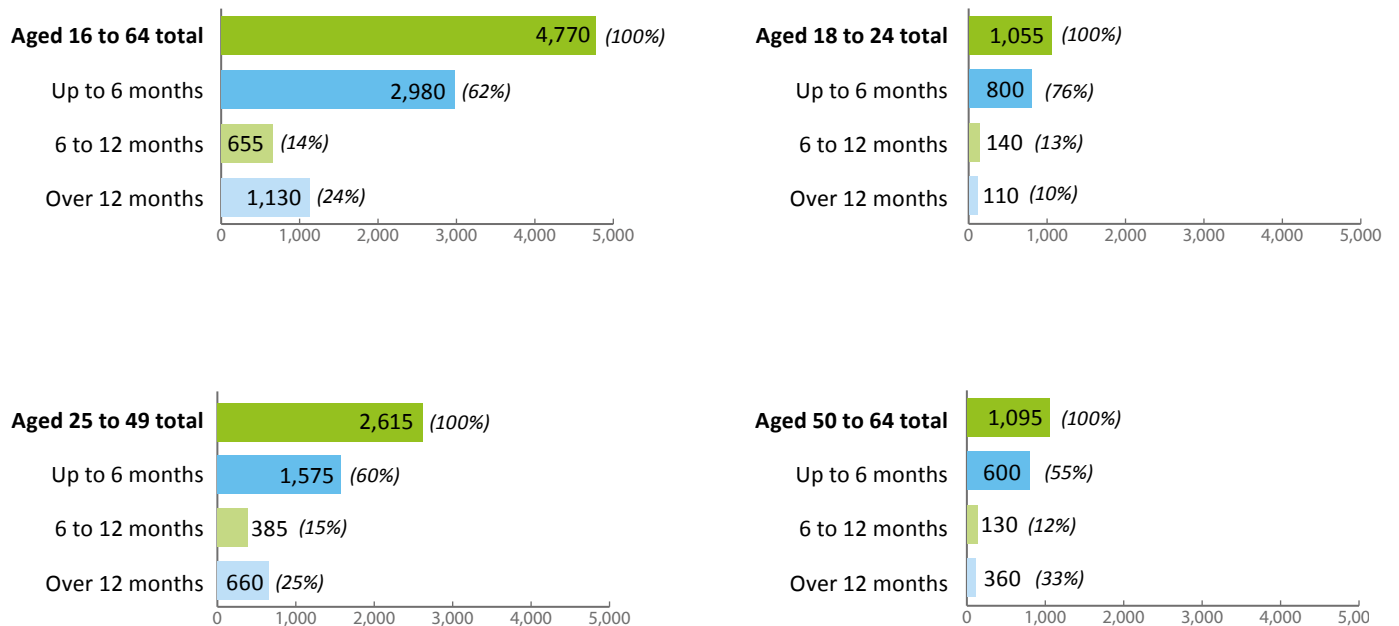


Figure 7 – Job Seeker’s Allowance (JSA) Claimants by Age and Duration (November 2015)



2.5 Clients accessing employment services in Fife

It is not currently possible to provide fully accurate figures for clients accessing all employment services in Fife as the data is held on numerous different systems.

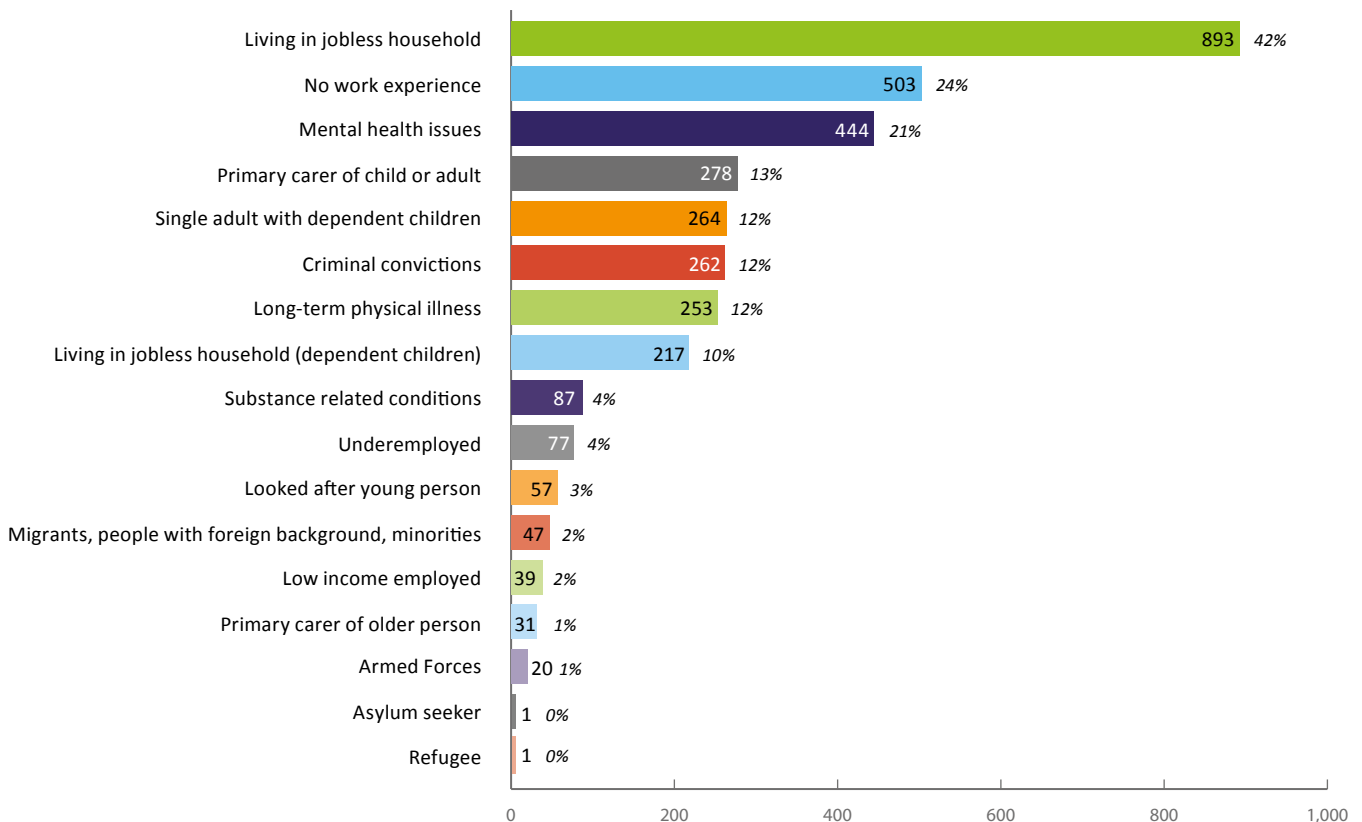
The following figures are based on data extracted from Fife Online Referral Tracking System (FORT) which is the customer relationship management system (CRMS) used by all employability providers funded through Opportunities Fife Partnership (OFP) Employability Pathway.

According to figures on FORT, 2,129 individuals have been supported across the OFP Pathway between April and December 2015.

Figure 8 demonstrates the range of barriers that clients have selected (from a prescribed menu) as affecting their ability to move into employment.

Living in a jobless household, either with or without children, represents the single most common barrier to employment. This is followed by lack of work experience and mental health issues. Individuals with caring responsibilities of all kinds, those with criminal convictions and those with long-term physical illness all take position as joint fourth.

Figure 8 – FORT Client Barriers April 2015 - December 2015⁸



8. Note: These categories are those designated by Scottish Government to comply with European Funding guidelines. All clients will have multiple-barriers to employment and therefore will identify at least two barriers.

It is worth noting that despite people born outside the UK representing 5.4% (19,720) of the Fife population⁹, people who identify their ethnicity or migrant status as a barrier to their employment only account for 2% (49) of clients accessing the current employability pathway. It is possible that this is because they are all in employment. This requires further analysis.

FORT also shows that there has been a significant increase in clients accessing the Pathway from the most deprived areas of Fife as identified by the Scottish Index of Multiple Deprivation (SIMD)¹⁰.

SIMD is the Scottish Government's official tool for identifying those places in Scotland suffering from deprivation. It incorporates various aspects of deprivation, combining them into a single index. It divides Scotland into 6,505 small areas, called datazones, each containing around 350 households. The SIMD provides a relative ranking for each datazone, from 1 (most deprived) to 6,505 (least deprived)¹¹.

Fife has the third highest national share of datazones in the lowest 15% according to the most recent analysis: SIMD 2012¹².

Despite this in 2013 only 27% of clients registered on the OFP Pathway on FORT had postcodes in the 20% most deprived datazones¹³. In 2015 this has now risen to 40.3% of clients on FORT.

summary

2.6 In Summary

- Whilst business numbers in Fife have increased since 2010 the trend appears to be towards growth in micro-enterprises which may have a limited effect on job creation.
- The employment rate is increasing but has not yet returned to pre crash levels.
- Median pay levels have risen but purchasing power has decreased (on average £16.39) since 2010.
- Job Seeker's Allowance claimants have more than halved since 2010 to just 5,930 in 2015.
- Employment Support Allowance claimants have also fallen since 2010 (-2.45%) but have been gradually rising since 2013.
- Clients accessing current services through the OFP Pathway still do not fully reflect the demographics of Fife. Key gaps include people with caring responsibilities and migrant communities.
- There has been a significant increase in people accessing employability services from Fife's most deprived areas from 27% in 2013 to 40.3% in 2015.

9. Census Scotland 2011

10. <http://simd.scotland.gov.uk/publication-2012/introduction-to-simd-2012>

11. <http://www.gov.scot/Topics/Statistics/SIMD/FAQUsingSIMD> - Datazone definition

12. <http://www.gov.scot/Topics/Statistics/Browse/Social-Welfare/TrendSIMD>

13. Fife Employability Pathway Review, December 2013, The University of Glasgow Training and Employment Research Unit.

3. Employability Strategy in Fife

This section summarises the key decision-making and strategic planning structures affecting Fife as well as the support available for the third sector through Fife Voluntary Action.

3.1 National Context

Employability strategy in Scotland builds on the key messages in Working for Growth 2012¹⁴.

This is coordinated through the National Delivery Group and the Scottish Employability Forum. An independent Third Sector Employability Forum which meets twice yearly is funded to represent and coordinate the sector's contribution to national policy decision-making.

Local level decision-making is devolved to local employability partnerships through the Community Planning Partnership framework.

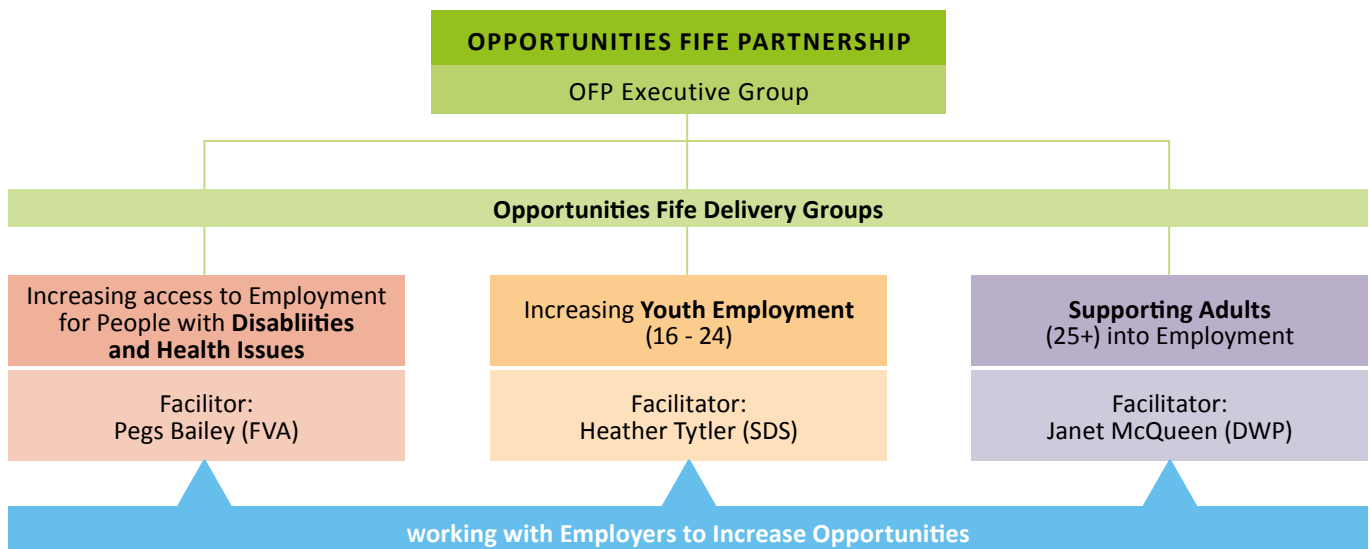
3.2 Opportunities Fife Partnership

The Opportunities Fife Partnership (OFP) is the strategic local employability partnership for the region. It aims to tackle worklessness in Fife through effective employability measures and to help address the related issues of poverty, income inequality and health.

The OFP brings together representatives of Fife Council, the Department for Work and Pensions, Fife College, NHS Fife, Skills Development Scotland, Fife Voluntary Action and the private sector and is supported by three delivery groups focussing respectively on those with health and disability issues, young people and adults. A new service is currently being developed that will work with employers to increase training, learning and job opportunities for clients.

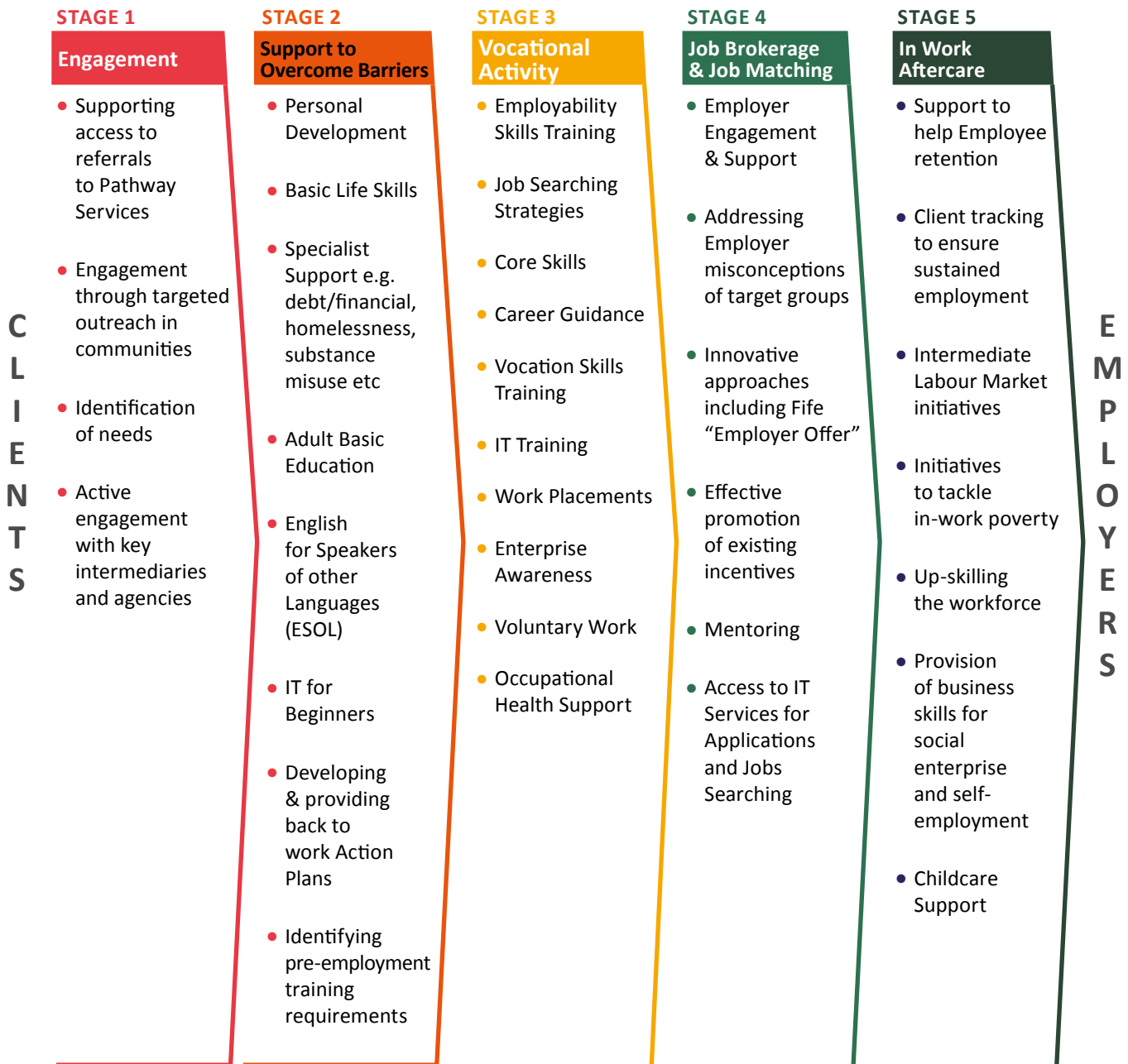
The OFP has re-drawn the Fife Employability Pathway to better represent the activities and services that are available to clients at each stage of their employability journey. See Figure 10 for details.

Figure 9 – Opportunities Fife Partnership Structure



Employability is the combination of factors and processes which enable people to progress towards or get into employment, to stay in employment and to move on in the workplace.

Figure 10 – Fife Employability Pathway 2014



The Opportunities Fife Partnership Manager also sits on the Local Employability Partnership that has responsibility for commissioning and managing Skills Development Scotland's Employability Fund projects in the area.

In 2013 the OFP commissioned a review of Fife's Employability Pathway¹⁵. Key recommendations included that the OFP should:

- develop the capacity of the third sector.
- fund fewer, larger projects.
- increase the proportion of clients worked with from areas of multiple deprivation.
- improve the proportion of clients moving into employment or self-employment.

3.3 Public sector employability funding in Fife

Fife benefits from a significant amount of public sector-led employability funding.

Through the OFP, Fife's Employability Pathway will deliver a range of activity worth approximately £3.125 million in 2015/16. This brings together Fairer Scotland and European Social Funding, with match funding leveraged in by the delivery Partners from a number of different funding sources.

Fife Council also deploys approximately £3.5 million per year on core employability provision both internally and through service level agreements¹⁶.

The Employability Fund (EF), is managed by Skills Development Scotland (SDS) nationally and has a 'payment by delivery' approach to funding so varies year on year. In 2014/15 EF accounted for over £2.32 million of employability spend in the area with the bulk focussed on young people under 25¹⁷.

SDS also manages the Scottish Government's Modern Apprenticeship funding which brought over £4.63 million to the area in 2014/15.

Assuming these spending levels continue Fife benefits from approximately £13.5 million a year in public sector funding for employability provision in the area.

*In 2012/13 the third sector represented approximately 28% of services funded through ESF/FSF in Fife.
In 2015 they represented almost 70%.*

15. Fife Employability Pathway Review, December 2013, The University of Glasgow Training and Employment Research Unit.

16. Opportunities Fife Partnership Manager, January 2016

17. Skills Development Scotland Corporate Affairs, February 2016

3.4 Support for the third sector in Fife

In 2013 Fife Voluntary Action received funding through the OFP to build the capacity of the third sector in delivering employability outcomes in Fife. The 2013 report *Working for Fife* was a key part of this¹⁸.

Since the publication of *Working for Fife 2013* and building on its key recommendations the team at FVA has:

- Created the cross-sectoral Fife Employability Forum which runs quarterly and has received consistently positive feedback from participants.
- Represented the sector within the Opportunities Fife Partnership and shared information, reports and consultations as appropriate.
- Facilitated the OFP delivery group for people with health problems and disabilities.
- Developed and managed two 'Know Your Network' employability networking events.
- Managed three OFP-funded research reports into specific client group needs.
- Lobbied locally for longer funding timeframes and more open commissioning.
- Established a monthly employability e-bulletin with a current circulation of 336.
- Organised four training sessions on 'measuring soft outcomes', 'supporting clients with health problems and disabilities', 'understanding personal independence payments' and 'understanding work capability assessments'.
- Helped establish the third sector Fife Employability and Training Consortium (Fife-ETC), now the largest employability provider on the OFP Pathway.
- Given advice on employability strategy and funding to over 29 third sector organisations in Fife.

In 2012/13 the third sector represented approximately 28% of services funded through ESF/FSF in Fife. In 2015 they represented almost 70% of the £3.125 million ESF/FSF spend in Fife.

summary

3.5 In Summary

- The Opportunities Fife Partnership is a genuine multi-agency partnership which is working to improve evidence-based planning and invest in long-term commissioning of employability services in Fife.
- The OFP has committed resource to building employability capacity in the third sector through Fife Voluntary Action and through their approach to commissioning services.
- Around £13.5 million of public sector-led employability funding came into Fife in 2015/16. This is managed through Fife Council, the OFP and Skills Development Scotland.
- The proportion of employability funding allocated to the third sector through the OFP has more than doubled since 2012/13.

18. Working for Fife: A survey of Third Sector Employability Services in Fife, 2013 - www.fifevoluntaryaction.org.uk/downloads/employabilitysurvey.pdf

4. Changes on the Horizon

In this section we look ahead at some of the key changes that may impact on the employability sector in Fife in 2016 and beyond.

4.1 Universal Credit

Universal Credit (UC) is the new 'single benefit' which is being rolled out by DWP across Scotland. UC is paid monthly and allows people to move in and out of employment without transitioning on and off benefits.

UC will be introduced at Job Centres throughout Fife in April 2016. Initially it will only affect new claimants who are single, aged 18-60 and not in temporary accommodation. A list of additional exclusion criteria can be found on the www.gov.uk website.

We estimate that UC roll-out will affect in the region of 15,000 claimants in Fife in 2016/17¹⁹. The November 2015 Fife Employability Forum²⁰ focussed on the anticipated impacts of UC roll-out.

Evidence from DWP and experience in Edinburgh suggests that people receiving UC are more likely to move into work and will work more hours than those claiming JSA²¹. Anxiety caused by transition to the new benefit appears to be one of the biggest issues for claimants, followed by managing the five week time-lag between making a claim and receiving first payment. Housing payments were particularly problematic where claimants had existing rent arrears²².

Employability services in Fife will need to work closely with Job Centres to help clients manage the transition to the new system, access emergency financial support where necessary, avoid sanctions and make the most of the flexibilities that UC provides.

4.2 Developing Fife's Young Workforce

'Developing Young Workforce' (DYW) is part of the Scottish Government's national agenda - in response to the recommendations made by the Wood Commission²³. DYW is a business-led initiative to encourage greater engagement between businesses and schools, help shape the curriculum to meet the current and future needs of business and to increase the number of quality opportunities for young people leaving school in Fife.

Just over £390,000 of Scottish Government funding has been secured to support DYW in Fife over the next three years. The DYW Board (whose membership includes key business leaders, Fife Chamber of Commerce, Fife College, Skills Development Scotland and representatives from Fife Council) will work closely with the Opportunities Fife Partnership, a support team at Fife Council and Fife schools to develop a sustainable service that meets the needs of all the partners. It is anticipated that this group will also work closely with wider employability pathway providers to improve and generate opportunities for those affected by unemployment in the area.

19. Based on figures from Edinburgh claimants in April 2015 and correlated to Fife population size.

20. Note of Fife Employability Forum, November 2015 - www.fva.direct/a42h7

21. Universal Credit at Work, Dec 2015 DWP

22. Fife Employability Forum Nov 2015

23. Education Working For All! Commission for Developing Scotland's Young Workforce Final Report, June 2014 - www.fva.direct/e6klb

4.3 Devolution of Work Choice/ Work Programme-style provision to Scotland

In 2015 the Scottish Government launched a large scale consultation on the proposed devolution of Work Choice/Work Programme-style provision to Scotland; 'Creating a Fairer Scotland: employability discussion paper'²⁴. Both Fife Voluntary Action and the Opportunities Fife Partnership have submitted responses to this consultation recommending, amongst other things, that Fife pilot local authority area-based commissioning of such provision²⁵. This is also consistent with recommendations from the Fairer Fife Commission (see below).

The Scottish Government analysis and response to the consultation was published in February 2016²⁶.

4.4 Fairer Fife Commission 2015

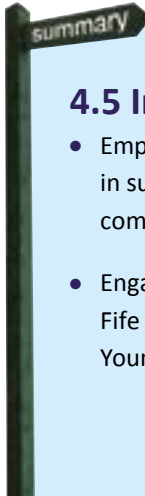
The Fairer Fife Commission's 2015 report *Fairness Matters*²⁷ sets out 40 key recommendations for creating a fairer and more inclusive Fife.

Inevitably a number of these relate directly to employability provision. An over-arching message of the report is that a 'Fairer Fife is a fair work Fife'.

The number below correlates to those given to the recommendations in the *Fairness Matters* report.

6. Fife Partnership should strengthen the partnership with DWP to rapidly improve function of the welfare system in Fife, critically to include greater trust between Job Seeker's and job centres.
9. Fife Partnership should consider further development of a localised approach to employability including devolution of the delivery of the Work Programme to Fife.
11. Fife Partnership should set the ambition of becoming a Living Wage region.
32. Fife Partnership should commit to establish an apprenticeship for every £1 million of public expenditure.
38. Fife Partnership should develop a clear focus on health and employment to increase employability capacity and sustain employment for people with health problems.

The full 40 recommendations are currently being considered by Fife Community Planning Partnership who will decide which to adopt and prioritise.



4.5 In summary

- Employability services have a key role to play in supporting clients when Universal Credit comes to Fife in April 2016.
- Engagement with employers and schools in Fife is set to grow through the Developing Young Workforce approach.
- DWP spend on employability provision in Scotland could be cut by up to 87% (£45 million) in 2016/17.
- To create a 'Fairer Fife' our ambition must be for good work, not just 'any work'.
- Decisions on commissioning of Scottish employability services are anticipated in March 2016.

24. Creating a Fairer Scotland Employability Support: A Discussion Paper, 2015 - www.fva.direct/zpthx

25. Third sector response to Creating a Fairer Scotland Employability Discussion Paper, October 2015 - www.fva.direct/sjg4p

26. Scottish Government, 2015 - <https://consult.scotland.gov.uk/labour-market-and-workplace-policy/employability-support>

27. The Fairer Fife Commission, 2015, *Fairness Matters* - www.fva.direct/zbn55

5. Organisational Information

32 third sector organisations were identified and contacted by FVA of which 28 replied to our employability services survey, (this is an 87% response rate). In addition to this the survey was circulated openly through the FVA employability e-bulletin from which one additional organisation, Deaf Action, submitted a response. In total 29 organisations responded to the survey.

5.1 Organisational Overview

16 organisations are local to Fife whilst 12 are part of a national organisation, see Figure 11. Only one organisation, DEAP Ltd, identified as being regional, as they also cover the Tayside and Angus areas.

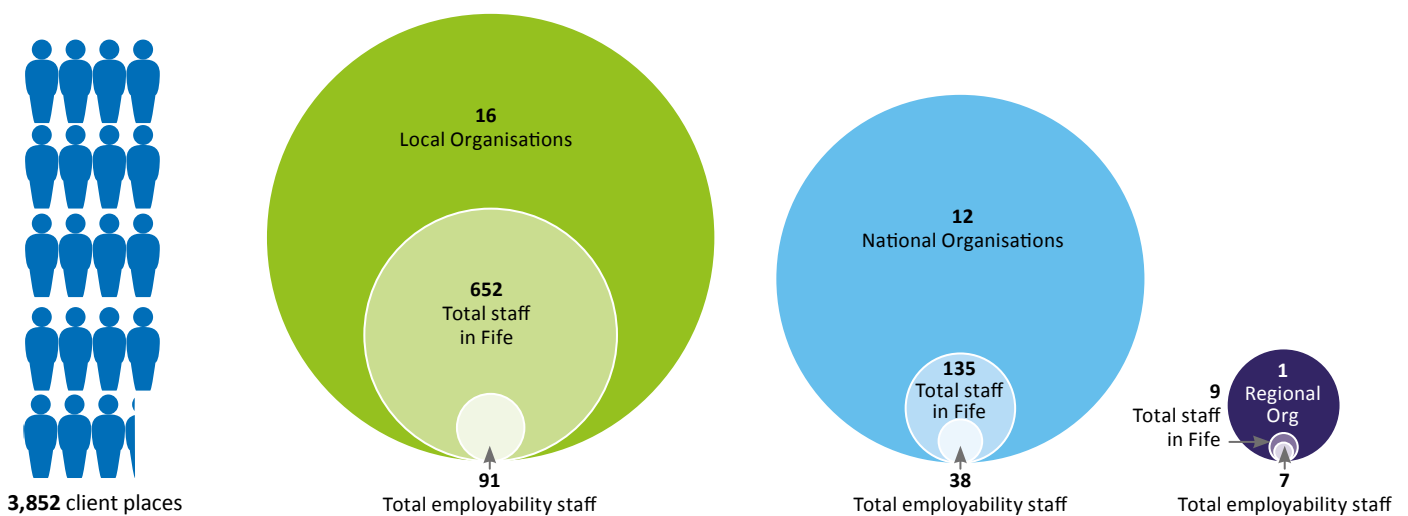
The organisations surveyed had 648 full time members of staff (16 hrs+ p/w) and 148 part time staff (<16hrs p/w) in Fife. Out of these, 122 full time members of staff and 14 part time staff (17% of the total) were involved with the delivery of employability services in Fife for 3,852 clients.

Organisations were asked to submit one survey for each project that they deliver in Fife. This was to allow for more in-depth analysis by client group, geographical area and stages of provision.

Information was submitted on 43 separate employability projects in Fife.

In addition Citizens Advice and Rights Fife (CARF) submitted information on their general advice and welfare benefits provision. This is a critical service for many employability clients, especially those at Stages 1 and 2. CARF should increasingly be seen as a key part of the employability pathway in Fife.

Figure 11 – Organisations and employability staff in Fife



In total 29 organisations responded to the survey.

5.2 Partnerships in Fife

25 projects identified themselves as being part of a wider consortium/partnership. The nature of the partnerships vary significantly with some being very much contractual and others about coordinating delivery of services. The most commonly mentioned partnerships are:

Fife Employability and Training Consortium (Fife-ETC)

The Fife Employability and Training Consortium brings together 8 third sector partners with particular specialisms at different stages of the Pathway. Partners include: BRAG Enterprises, Clued Up, FEAT, Fife Voluntary Action, Fife Works, the Gilven Project, West Fife Enterprises and Fife Harca Ltd as a strategic partner.

Fife-ETC is currently the largest employability services provider on the OFP Pathway with a client allocation of over 1,000 clients. Fife-ETC focuses particularly on clients who are long-term unemployed and have multiple barriers to employment or who are living in areas of multiple deprivation.

Fife Rural Skills Partnership

Fife Rural Skills Partnership is working to increase the number of skilled people who are able to care, manage and make sustainable use of Fife's rural landscape. Partners include Centre for Stewardship, Rural Skills Scotland, Cambo Estate, The Ecology Centre, Living Solutions, FEAT, and Fife Council.

Making it Work Fife

Making it Work Fife is a partnership between Fife Gingerbread, Fife Council, Citizens Advice and Rights Fife and One Parents Families Scotland. The project works with lone parents in Lochgelly, Cowdenbeath and Kirkcaldy; and has most recently started working in Glenrothes, Levenmouth, and South West Fife to enhance parents' personal skills, confidence, coping strategies, resilience and employability.

All of these partnerships have come into being in the past two to three years. There is an increasing recognition that, whilst they can be time consuming to establish, there are significant benefits to both organisations and clients when projects work together to pool skills and share specialisms.

For the purposes of analysis of target client groups and pathway stages covered the projects within these partnerships are treated as separate entities in the following analysis.

5.3 Project Summary by partnership and stages

The table on pages 24 and 25 summarises organisations by partnership, whether the organisation is national, local or regional, and which stages of the Employability Pathway each project covers.



5.4 In Summary

- 29 organisations completed surveys with details of 43 projects.
- The three most significant partnerships in Fife are Fife-ETC, Fife Rural Skills Partnership and Making it Work Fife.
- 55% (16) of the organisations surveyed are local to Fife and 41% (12) are national.
- A total of 136 staff are employed to deliver employability services in the area.
- 58% of projects (25) identified as being part of a consortium or wider partnership.

Employability Projects by Partnership and Pathway

The table below summarises information on all 43 employability projects who submitted information to our survey.

Figure 12

Consortium/ partnership	Local/ National/ Regional	Organisation's Name	Project Name	Pathway Stages
Fife-ETC	Local	BRAG Enterprises Ltd	Fife-ETC	1 2 3 4
Fife-ETC	Local	BRAG Enterprises Ltd	Sportworks	3
Fife-ETC	Local	Clued Up	CUExcel	1 2 3
Fife-ETC	Local	FEAT	Journey to Work	1 2 3
Fife-ETC	Local	Fife Voluntary Action	Fife-ETC	2 3
Fife-ETC	Local	Kingdom Housing Association Ltd	Fife Works	3 4 5
Fife-ETC	Local	West Fife Enterprise	Employability Academy	2 3 4
Fife-ETC	National	Scottish Christian Alliance	Fife-ETC Gilven Project	1
FVA/CARF/Fife-ETC	Local	Citizens Advice and Rights Fife	Bank of Scotland Financial Inclusion Project	2 3
FRSP	Local	Living Solutions	Rural Skills	3
FRSP	Local	The Ecology Centre	No specific project name	2 3
FRSP	Local	Rural Skills Scotland Ltd	DWP Rural Skills Academy	3 4
Cowdenbeath local area planning partnership	Local	BRAG Enterprises Ltd	Introduction to Care	2 3 4
New Enterprise Allowance (East Scotland)	Local	BRAG Enterprises Ltd	New Enterprise Allowance	3 4
Living Lomonds Landscape Partnership	Local	Falkland Stewardship Trust	Rural Skills	3 4 5
Fife IPS Service	Local	FEAT	Fife Individual Placement and Support (IPS) Service	1 2 3 4 5
Fife Council, One Parent Families Scotland/CARF	Local	Fife Gingerbread	Making it Work	1 2 3 4 5
Opportunities for All, Fife Council	Local	Fife Voluntary Action	Opportunities for All - Supported Volunteering	2 3
Sub-contract to Shaw Trust	National	Capability Scotland	Work Choice	1 2 3 4 5
Fife College	National	Enable Scotland	Transitions to Employment	1 2 3
Kennedy Scott and Shaw Trust	National	Momentum Skills	Specialist Employability Support (SES)	1 2 3 4 5
Momentum Scotland	National	Momentum Skills	Work Choice	1 2 3 4 5

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Consortium/ partnership	Local/ National/ Regional	Organisation's Name	Project Name	Pathway Stages
Fife Council Supported Employment Service	National	One Stop Shop for Autism	Support and Understanding of Social Skills	2
Diageo L4L	National	Springboard UK	Diageo Learning for Life	3 4
National partnership	National	The Princes Trust	Get Into Retail	1 2 3 4 5
	Local	CLEAR Buckhaven	CLEAR	2
	Local	Falkland Stewardship Trust	Rangering and volunteering	2 3
	Local	FEAT	Employ Young Minds	1 2 3
	Local	FEAT	Employ Your Mind	1 2 3
	Local	Fife Migrants Forum	Big Lottery Links to Support	1 2 3
	Local	Fife Young Carers	Young Adult Carers Project	2
	Local	Furniture Plus	No specific project name	2 3
	Local	West Fife Enterprise	Employability Fund	3
	Local	YMCA Glenrothes	No specific project name	1 2
	National	APEX Scotland	Labyrinth	1 2
	National	Capability Scotland	Progress Fife	1 2 3 4 5
	National	Deaf Action	Deaf Action's Employability Service	1 2 3 4
	National	Link Living	Step Up	4
	National	Link Living	Step On	1 2
	National	Rathbone	Employability fund	2 3 4
	National	Springboard UK	SDS Employability Fund	3 4
	Regional	DEAP Ltd	Fife Recruitment and Outreach Project	1 2 3 4 5
	Regional	DEAP Ltd	Employability Fund	1 2 3 4 5

6. Project Information

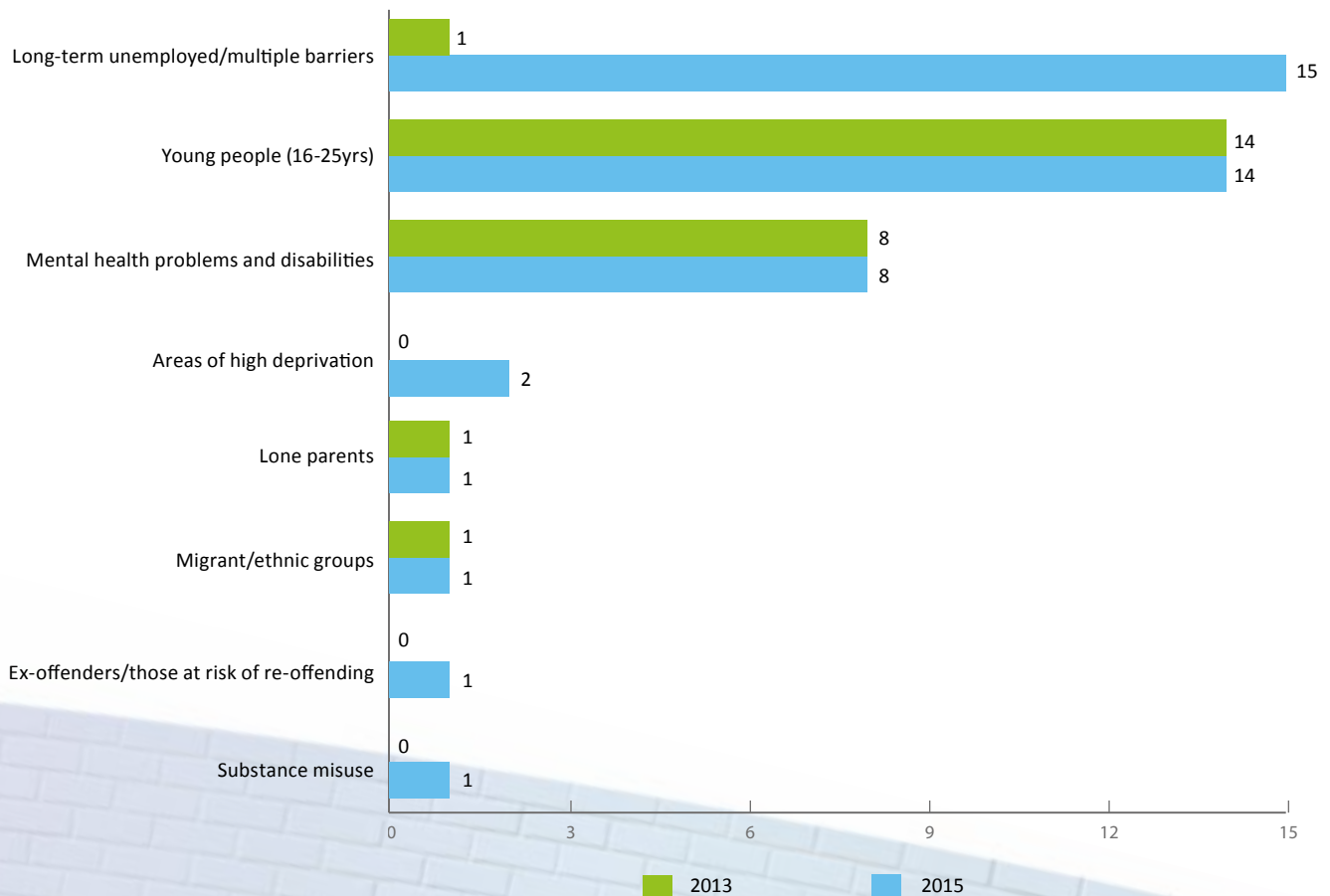
This section analyses project information by stages of the Fife Employability Pathway covered and client group.

6.1 Client Group Data

Organisations were asked an open question to identify their main target client group for each project. These were then categorised and clarifications sought where necessary.

Figure 13 analyses provision by client group and shows the changes in the balance of provision since *Working for Fife 2013*.

Figure 13 – Third sector projects by client group in 2013 and 2015



Long-term unemployed/multiple barriers

A significant proportion of projects (35%) are targeted at those who are classed as long-term unemployed or as having 'multiple barriers to employment' (see Figure 8 for a list of the officially recognised 'barriers' on FORT). This is in contrast to 2013 when only one project identified this as their key client group.

In a large part this has been driven by the change in focus of Opportunities Fife Partnership and European Social Inclusion funding and the creation of Fife-ETC.

This is helpful for clients as it offers a 'broad church' in terms of eligibility criteria and so increases accessibility.

Young people 16-25yrs

14 projects (33%) identified that their key client group is young people. Two of these projects work with specific groups of young people; those with mental health issues and homeless young people. This has remained the same from the 2013 report.

Mental health problems and disabilities

Eight projects (19%) work with clients who have a mental health condition or disability. All of the specific mental health provision in this report is delivered or coordinated by FEAT through three 'all age' projects and one specifically targeted at young people.

Of the four organisations who work with people who have disabilities the majority of provision is through Momentum Skills and Capability Scotland who deliver WorkChoice in Fife. The One Stop Shop for Autism and a new project from Deaf Action complete the four. FVA is aware that SAMH also deliver projects in the area but they did not supply any information for this report.

In *Working for Fife 2013* it was noted that these client groups appeared to be under-served by employability provision. Whilst there has been a slight increase in provision for both people with mental health problems and disabilities since 2013 this still does not begin to reflect the numbers of people on ESA in Fife.

People from areas of high deprivation

Two projects (and Fife-ETC as a whole) are focussing on people from areas of high deprivation. This helps to account for the increase in clients registered on FORT from the most deprived areas of Fife. See Section 2.5 for more information.

Other client groups

Lone parents, migrants/ethnic groups, ex-offenders/ those at risk of re-offending, and substance misuse all have one project each identifying these as their specialist client group.

Figure 14 - Projects by Pathway Stage and Client Group

STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
APEX Scotland Labyrinth (150)		West Fife Enterprise Employability Fund (35)		
YMCA Glenrothes		Living Solutions Rural Skills (40)		
LinkLiving Step On (5)				
Enable Scotland Transitions to Employment (80)				
FEAT Employ Young Minds (25)				
Fife Migrants Forum Big Lottery Links to Support (276)				
FEAT Employ your Mind (70)				
	CARF Bank of Scotland Financial Inclusion Project (14)			
	Falkland Stewardship Trust Ranging and Volunteering (20)			
	Furniture Plus (85)			
	The Ecology Centre (6)			
	Fife Voluntary Action Opportunities for All – Supported Volunteering (50)		LinkLiving Step-Up (60)	
	Rathbone Employability Fund (226)			
	BRAG Enterprises Ltd Introduction to Care (30)			
	One Stop Shop for Autism Support and Understanding of Social Skills (15)	BRAG Enterprises Ltd New Enterprise Allowance (600)		
	CLEAR Buckhaven (100)	Springboard UK Diageo Learning for Life, SDS Employability Fund Work (58)		
	Fife Young Carers Youth Adult Carers Project (35)	The Princes Trust Get Into Retail (30)		
		Rural Skills Scotland DWP Rural Skills Academy (30)		
		Falkland Stewardship Trust Rural Skills (8)		
Deaf Action, Deaf Action's Employability Service				
Capability Scotland Work Choice/Progress Fife (160)				
Momentum Skills Work Choice (48)				
Momentum Skills Specialist Employability Support (SES) (15)				
DEAP Ltd Fife Recruitment and Outreach Project (200)				
DEAP Ltd Employability Fund (57)				
Fife Gingerbread Making it Work (150)				
FEAT IPS Service (80)				
Fife-ETC - Fife Employability and Training Consortium (1010)				
<i>This includes the following projects:</i>				
Scottish Christian Alliance Fife-ETC		Fife Voluntary Action – Fife ETC		FEAT Journey to Work
West Fife Enterprise Employability Academy		Clued-Up CUExcel		Kingdom Housing Association Ltd
BRAG Enterprises Ltd Fife-ETC Key Worker		BRAG Enterprises Ltd Sportworks		Fife Works

Key			
 Individuals from areas of high deprivation	 Migrant/ethnic groups	 Young People/NEET	 Lone parents
 Ex-offenders/those at risk of re-offending	 Mental Health	 Disabilities	 Substance misuse
		 Long term unemployed/multiple barriers	

Note: The number in brackets represents the number of client places offered annually.

6.2 Analysis by Pathway Stages

Organisations were shown the Fife Employability Pathway 2014 (Figure 10) and asked to identify which stages their project covered. Figure 14 shows provision by Stage and by client group.

This shows that seven projects and Fife-ETC cover the full 5 stages. The majority focus on Stages 1 to 3 or 2 to 3. There is a significant absence of activity at Stage 5 around retention and progression in work.

6.3 Gaps in Provision

Provision for people with caring responsibilities continues to be a key gap. These clients account for 14% of barriers on FORT. But only one project, Fife Young Carers, identifies this as their 'specialist' client group. In 2015 OFP commissioned a Review of Employability Support for Carers in Fife. This report is expected to be published in early 2016.

'Looked after young people' are also not represented as a specialist for any third sector projects in this report. We are however aware that Apex deliver Apex Youth Elite (AYE) as part of the Opportunities for All provision in Fife Council and this accounts for a small proportion of provision to this group.

There is a **gap in provision for migrants or people from ethnic minority backgrounds.** Despite representing 5.4% of the population in Fife there is little evidence of this community accessing employability services on the OFP Pathway. The only provision available currently, through Fife Migrants Forum, is not directly funded to provide employability support.

Given the rise in short-term entry level jobs and the focus on the quality of employment identified through the Fairer Fife Commission there maybe a **need for more effort to be focused at Stage 5 of the Pathway.**

summary

6.4 In Summary

- 35% of projects are focussed on the long-term unemployed or people with multiple barriers to employment.
- Seven projects and Fife-ETC cover pathway stages 1-5.
- There has been an improvement in the balance of provision since 2013 with new services for young carers and people with criminal records as well as an expansion of provision for lone parents.
- Although 'mental health issues' are in the top three barriers cited on FORT only four of the projects selected this as their main target client group.
- 33% of projects are targeted at young people age 16-25.
- There is a gap in provision addressing the needs of people with caring responsibilities and also migrant communities.
- The majority of projects are focusing at stages 1-3 with an apparent gap at stage 5.

7. Geographical Coverage

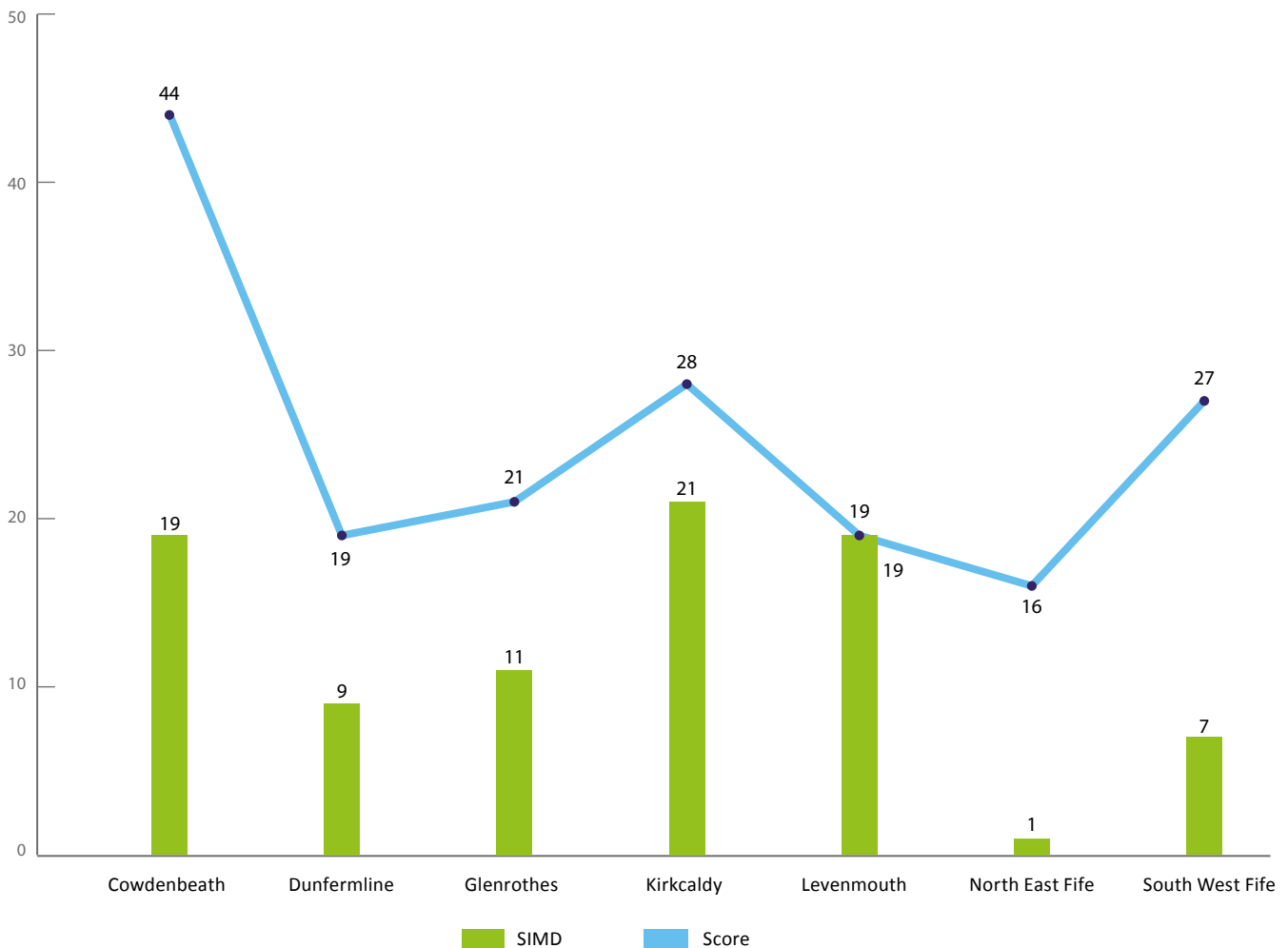
We asked projects to identify in which areas of Fife they provide services, and to rank these according to the level of delivery.

7.1 Analysis against areas of deprivation

28 projects (65%) have Fife-wide coverage. This represents a significant increase on 46% (13 projects) in 2013 and a significant improvement in terms of increasing accessibility of services to clients.

Those that weren't Fife-wide ranked their delivery across the seven local areas used in the Fife community planning process, with a score of zero where there was no delivery. This has enabled us to give each area a 'service score ranking' according to the levels of employability services projects are delivering, not just the numbers of projects active in the area.

Provision by geographical area against SIMD 20% most deprived Datazones 2012²⁸



28. <http://simd.scotland.gov.uk/publication-2012/introduction-to-simd-2012>

Cowdenbeath has the highest levels of area-specific provision with a score of 44. This indicates they receive around 57% more employability provision than Kirkcaldy who come second with a score of 28. And well over double that of Levenmouth which ranks joint fifth with Dunfermline on 19 points despite having the second highest proportion of deprived areas in Fife according to SIMD 2012.

North East Fife continues to have the lowest level of provision both in terms of numbers of projects and the level of activity, this matches its rankings in terms of SIMD.



summary

7.2 In Summary

- 65% of projects offer Fife-wide services. This is a significant increase on 46% in 2013.
- Cowdenbeath has significantly higher levels of area-specific employability provision than any other area in Fife.
- Levenmouth is still one of the least well-served areas for employability services despite having high levels of deprivation.

Levenmouth is still one of the least well-served areas in Fife for third sector employability services.

8. Employability Services Provision

Respondents were asked to select from a menu of employability services and rank these in terms of 'importance to their service'.

8.1 Overview of Services Provided

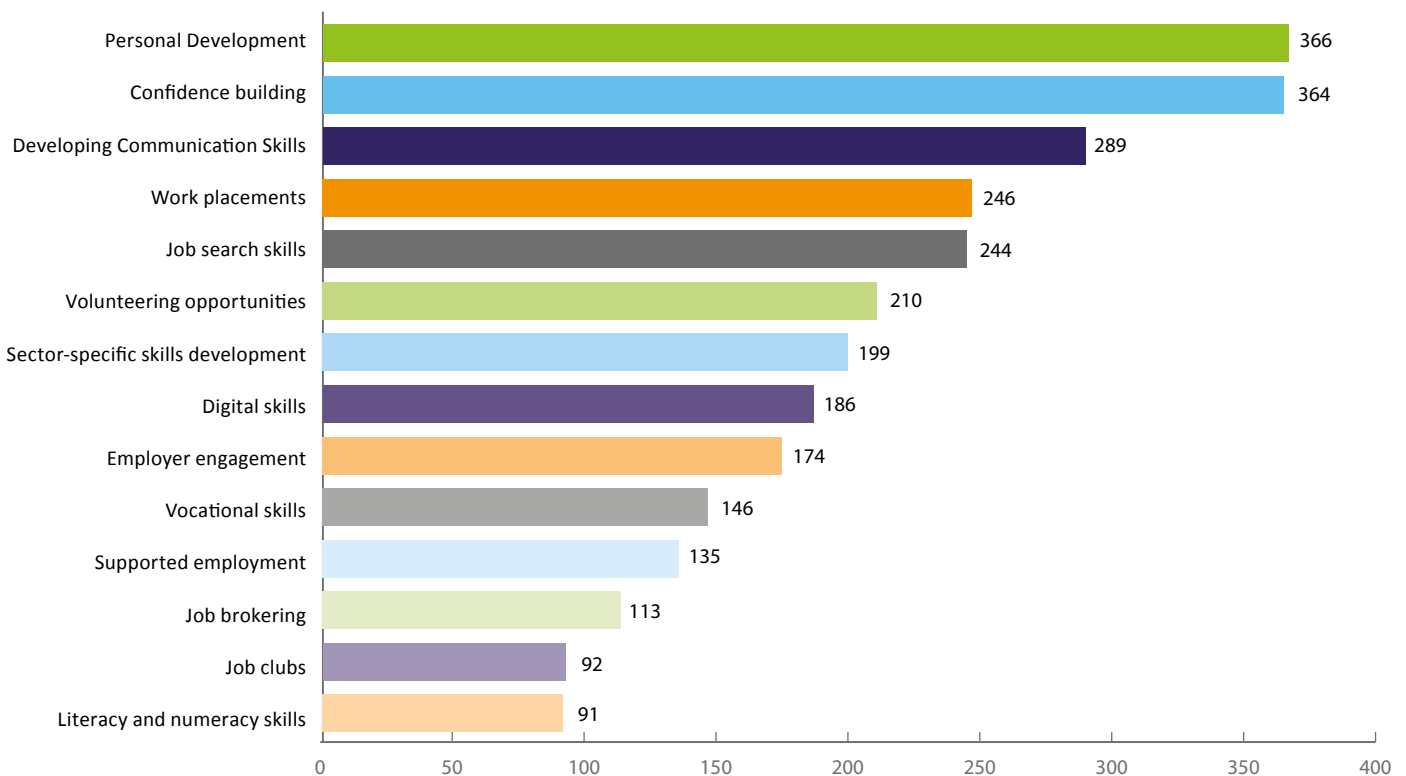
This gave us a more in-depth look into which employability services the sector is delivering but also to what extent these are being delivered.

The three top ranking employability services were Personal Development, Developing Communication Skills and Confidence Building.

11 projects (26%) indicated that Personal Development was their number one priority out of the employability services listed.

This may well reflect the number of projects working at Stages 1, 2 and 3 of the pathway (see section Section 6.2).

Figure 15 – Employability Services ranked according to Levels of Delivery



The three lowest ranked employability services were Job Brokering, Job Clubs and Literacy and Numeracy Skills. This may be because there is significant delivery by Fife Council, meaning there is little need for third sector provision in this area. *(Note: Fife Council delivery was not in the scope of this survey).*

Respondents were given the option to provide information on employability services not listed above.

Additional responses included:

- Working with parents on parenting skills/coping with family life.
- Having financial inclusion officers.
- Support and guidance in relation to disclosure of convictions to potential employers.
- Accredited qualifications.
- Activities around health management/self-management.

Top 5 Employability Services



summary

8.2 In Summary

- The most common focus of services are on the softer skills required for employment.
- This reflects the balance of provision working at Stages 1-3 of the Pathway.
- 'Additional services' include: Financial inclusion officers, support/guidance for parents and employers, financial inclusion, and self-management.

9. Outcomes Data

41 projects provided information on client data. Between them they offer over 3,852 service user places in their employability services in Fife during the year.

9.1 Fife Online Referral Tracking System (FORT)

20 projects (47%) are registered on FORT, of these 15 were registered on the Opportunities Fife Partnership Customer Relationship Management System (CRMS).

The six projects (14%) which are funded through the Employability Fund will be using the Skills Development Scotland database Corporate Training System (CTS) to track client registrations and outcomes.

This means that a significant proportion of third sector employability service delivery (40% of projects) may not be getting captured on current data systems.

9.2 Project Outcomes

Projects were asked to submit outcome data for April – September 2015.

In total 35 projects provided data we could include in the outcomes analysis. We committed to retain confidentiality for each project and so all data in this section has been aggregated. Reasons for not providing data included that:

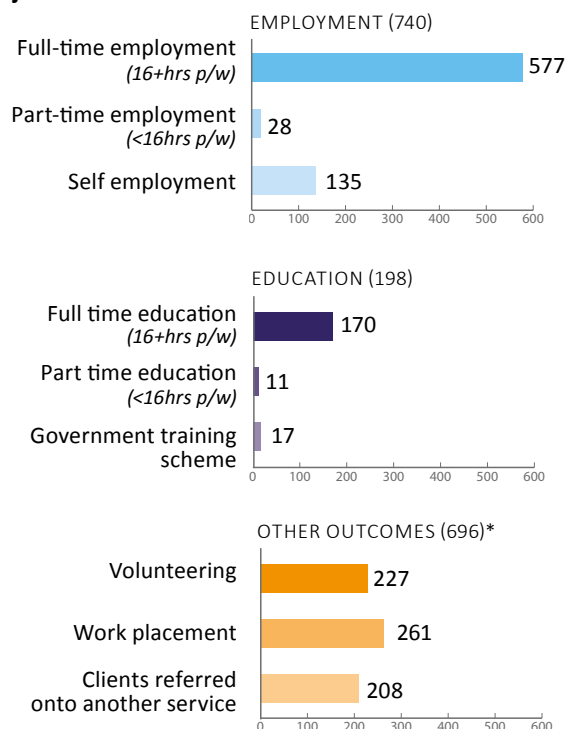
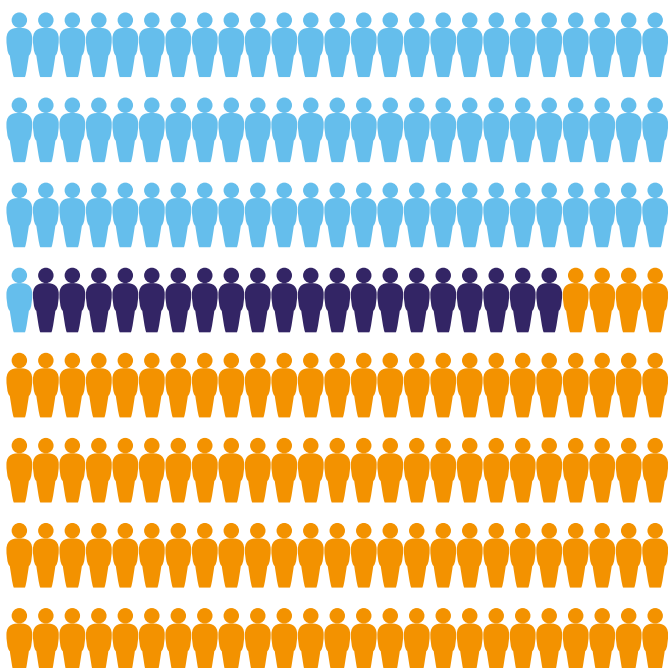
- The project was too new to have any outcome data to report.
- The project had outcome markers other than employment.
- Data was confidential to contracts.

A ‘positive outcome’ is defined as a move into either full or part-time employment or full or part-time education. ‘Other outcomes’ include moving into volunteering, onto a work placement or a modern apprenticeship. Clients may access these while still with a project.

We also asked projects to identify where they have referred a client on to another service.

Figure 16 – Summarised Project Outcomes April – Sept 2015 for 35 projects

Total clients worked with, 1950



*NOTE: Clients may access these while still with a project.

Between April and September 2015, 38% of clients had moved into employment; this represents 5% more than figures for 2013 (33%) and would be expected to increase as many projects were only just getting started during this timeframe.

In contrast the number being supported into education or training has dropped from 12% to 10% of clients worked with over the same timeframe.

In total 48% of clients moved into 'positive outcomes'. Even acknowledging that there may be some double counting in the figures above this is still an improving ratio.

9.3 Sustained Outcomes

Many projects have only been funded since April 2015 so we only asked for data on client sustainment at three months rather than the usual six months.

23 projects (56% of those who provided outcomes data) provided sustained outcomes data for three months. Other projects either did not measure sustained outcomes (2), figures were pending (2), or an answer was not provided in the survey.

Of those who provided a figure, on average 36% of clients sustained their outcomes at three months. This varies greatly according to provider.

For some projects more time, energy and resource needs to be invested at stage 5 of the pipeline to ensure jobs, once gained, are sustained.

9.4 Measuring 'distance travelled'

17 projects (40%) measure a client's 'distance travelled' towards employment. This is two more than in 2013 where only 15 projects were using such tools. Many of these assessment tools shared a similar theme of having a client plan which includes support worker input to help them identify and demonstrate progress.

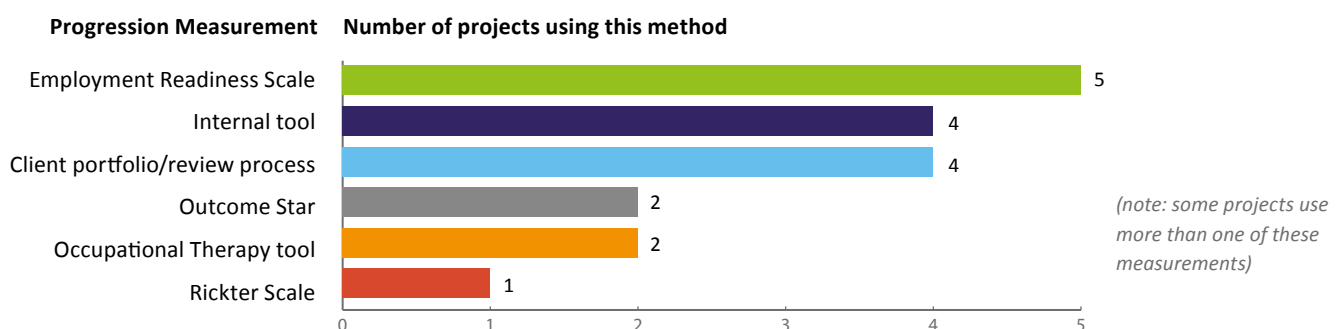
The most commonly used tool is the Employment Readiness Scale which is used by Fife-ETC.

summary

9.5 In Summary

- The sector will provide over 3,852 client 'places' in 2015/16.
- Between April and September 2015 the sector worked with just under 2,000 individuals.
- On average 38% of clients went into employment and 10% into education or training compared with 33% and 12% respectively in 2013.
- Some projects need to invest more time and energy on tracking and supporting sustainment of outcomes.
- Only 40% of projects measured a client's distance travelled.

Figure 17 – Tools used for measuring 'distance travelled' in Fife



10. Financial Information

Of the 43 projects surveyed, 35 (81%) provided information about the source, end dates and amounts of funding they receive for employability service provision with 20 (47%) providing actual figures.

10.1 Overview of Key Funding Sources

Two projects (Furniture Plus and Fife Migrants Forum) reported that they receive no employability-specific funding whatsoever despite delivering employment services in Fife.

Due to differences in the way in which information was given it is difficult to provide a comprehensive analysis of funding in this area. We can report that across the 20 projects that provided information, in excess of £3.2 million in funding is coming into Fife for third sector employability services. The full figure will be much higher.

Five projects receive funding from the Big Lottery Fund totalling more than £1.5 million.

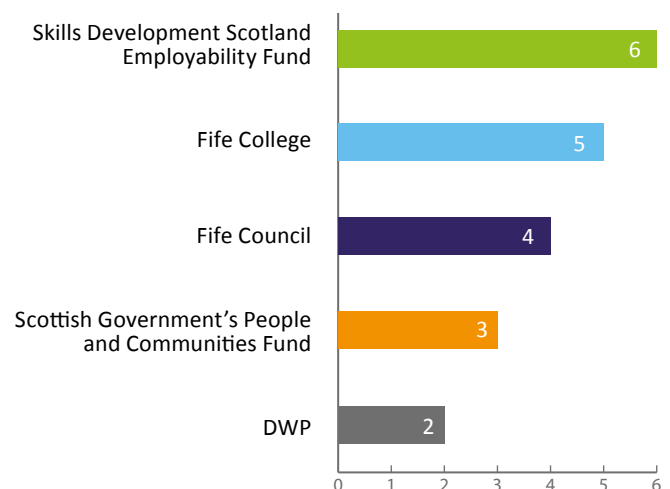
The Big Lottery Fund will no longer be focussing on employability in its new funding cycle. This may have a significant impact on levels of employability provision in the area as it has been a key source of match funding for OFP funded projects.

A combination of European Social Inclusion and Fairer Scotland Funding accounts for over £700,000 of funding reported, although we understand the actual figure to be higher. These funds are managed through the Opportunities Fife Partnership (OFP) Employability Pathway.

Other reported major funders in the region include Skills Development Scotland Employability Fund (six projects), Fife College (two projects), Fife Council (three projects), the Scottish Government's People and Communities Fund (four projects) and the Department for Work and Pensions (five projects).

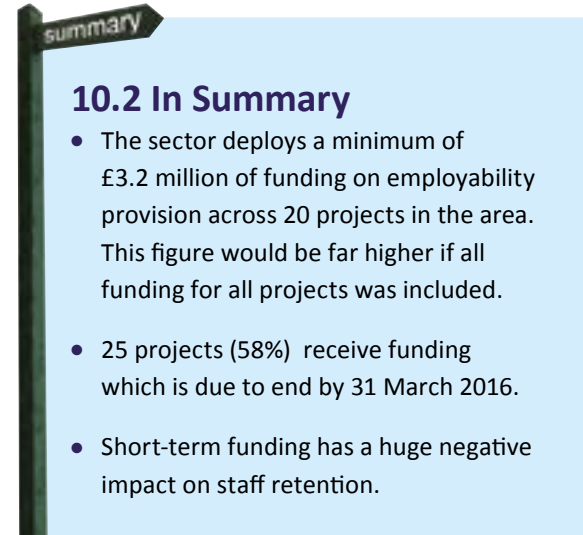
Across the 20 projects that provided information in excess of £3.2 million in funding is coming into Fife.

Figure 18 – No. of Projects funded by other major funders



At least 25 projects (58%) receive funding that will end by 31 March 2016. Not all projects reported end dates and so this figure could be even higher. Nine of these projects are funded through the OFP Employability Pathway and as such have an 'in principle' commitment to continuation funding for a further two years subject to performance although this is still not confirmed in formal agreements.

This highlights the vulnerability of many of these services. Frontline staff are the key resource in building and delivering successful employability projects. Short-term funding creates huge issues for staff retention. This has knock on effects in terms of investment in staff skills development, building appropriate local networks and most importantly developing relationships with clients who require longer-term intervention before they achieve a successful outcome.



10.2 In Summary

- The sector deploys a minimum of £3.2 million of funding on employability provision across 20 projects in the area. This figure would be far higher if all funding for all projects was included.
- 25 projects (58%) receive funding which is due to end by 31 March 2016.
- Short-term funding has a huge negative impact on staff retention.

58% of projects receive funding that will end by March 2016. This highlights the vulnerability of many of these services.

11. Barriers to success . . . and solutions

We asked projects to identify what they saw as the key barriers to moving people into employment in Fife and to identify the things they thought would most help them do their job or improve job outcomes.

In this section we will present the most common themes from these responses, with in-depth analysis on the key issues of employer engagement and transport.

We would like to thank everyone who took time to reply to these questions. Whilst we cannot represent the full individuality of responses we have done our best to capture the most commonly cited issues and concerns²⁸.

11.1 Key barriers to supporting clients into work

The barriers identified by respondents can be grouped into three broad categories:

- Funding.
- Structural barriers.
- Client barriers.

Funding

As always for the third sector funding, or the lack of it, is critical to projects' ability to deliver services.

Two projects in Fife (Furniture Plus and Fife Migrants Forum) are delivering employability outcomes without any additional funding and they feel this has impacted on their ability to serve their clients.

'we are not funded to do any of this work so we are limited as to what additional support we can offer to our clients'.

As evidenced in Section 10 many of the services delivering in Fife do so on short-term contracts or grants which last for only 12 months which can also affect their ability to bring in additional 'match' to the area.

The short-term aspect of funding prevents a long-term approach to client engagement.

28. A summary of all responses to the questions in this section is available on request.

Frontline staff are the key 'resource' in any employability programme. Their skills, knowledge and networks are critical to success for clients, partnerships and projects alike. **Short-term approaches to funding critically undermine staff development and retention.** This has consequences for establishing effective partnerships and referral networks but perhaps most importantly it impacts on continuity for, and investment of effort in, clients furthest from the labour market.

'Uncertain funding – unable to invest in process, training for delivery staff/volunteers and sustain ongoing links with partner groups' .

The Opportunities Fife Partnership (OFP) is to be congratulated on moving to a three year 'in principle' approach to funding employability pathway providers. However, more could be done at Fife Council to support this with longer-term decisions on the management of the Fairer Fife Fund. Also ensuring that providers have the paperwork to back these commitments and thus reassure staff and Board members alike would be a helpful step.

It would make a big difference if funds such as the Scottish Government Employability Fund (EF) were to adopt a similar approach with contracts let over three years subject to performance rather than the current 12 months. This would also reduce resource requirements for organisations managing these contracts.

Some funding (such as EF and DWP programmes) are also hampered by complex rules over 'who is eligible for what and how to refer'. This becomes further complicated when put into a mix of European and DWP funded provision all of which have different rules and different reporting systems. Professional staff can find it hard to understand eligibility criteria for the different programmes within their own organisation – for the client it is nigh on impossible.

Delays in decision-making around the European Social Inclusion Fund (ESIF) since 2013 have left many organisations extremely vulnerable and on very tight cashflow. Again Fife Council and the OFP have made a significant commitment to bridge the gap over this period and to ensure a continuity of service to unemployed people in Fife. Even so, many projects have been affected by staff retention issues and delays in funding. Delays in decision-making on ESIF payments continue to impact.

Professional staff can find it hard to understand eligibility criteria for the different programmes within their own organisation.

Structural barriers

Transport in Fife is the most commonly identified barrier to supporting clients into work. Further analysis of this issue is at Section 11.3.

Accessible and affordable childcare is identified as an issue not just for parents but for family members who may have taken on a childcare role whilst unemployed. *'Many of our clients, through extended periods of economic inactivity are now responsible for child care provision within the family unit'*. When combined with the challenges around public transport this can make the logistics of getting to and from a job complex in the extreme.

The financial implications of low paid work can be a disincentive for many clients. This is particularly an issue for those in supported or 'homeless' accommodation where they are 'barely better off working full time.'

Employer knowledge and understanding of key client groups is highlighted several times. This can affect employers' willingness to take people on, and also the sustainability of jobs once gained. The knowledge gaps identified include supporting staff with mental health problems, with physical and/or learning disabilities, understanding criminal convictions and flexibilities for people with caring responsibilities.

Lack of employment opportunities, particularly entry level posts, that are sustainable (not temporary contracts), and reasonably paid is critical for many. The move to Universal Credit may make this less of a barrier for some but nevertheless as we strive for a 'Fairer Fife' then secure and sustainable work has to be the goal.

Client-related barriers

Mirroring the client barriers on FORT (Figure 8), lack of skills and work experience is identified as the key personal barrier affecting people's ability to move into employment. This is not fully reflected in provision with work placements and access to volunteering ranked 4th and 6th respectively in employment service delivery.

Lack of motivation and confidence is the second most critical barrier for clients. This is reflected in the focus of much service delivery (Section 8), but not captured on FORT or other standard monitoring systems. This is where evidencing 'distance travelled' becomes critical for many projects.

'Clients we work with also have limited motivation to finding and undertaking work. There is a real need for positive reinforcement towards working for a living.'

Gaps in knowledge of the benefits system and managing the transition into paid employment create a 'fear factor' which can stop people going into work. CARF have been pioneering work with Fife Gingerbread through Making it Work and on a smaller scale with Fife-ETC on providing financial skills workshops to help address this critical issue²⁹. As Universal Credit comes to Fife this support will become increasingly essential.

'There is a disconnect between the importance that a financial inclusion/social exclusion aspect has on moving people in [stages 1 & 2] further towards employment.'

11.2 Making things better?

We asked respondents to identify the three things that they felt would help them to do their job better or improve job outcomes for their clients. The top three themes by a long margin (with 15 references each) were:

1. **Improve** Fife-wide employer engagement strategy including a focus on job creation: for further detail see section 11.4 below;
2. **Build** on connecting and networking between providers. Providers recommend creation of a directory of services (online and on paper). This would both improve pathway referrals and reduce duplication of provision. Continuation of events such as Know Your Network will support this.
3. **Longer-term investment** in funding to increase ability to attract external funding, improve staff retention, pathway referrals and investment in client journeys for those furthest from the labour market.

11.3 Transport in Fife

23 projects (53%) said that they had clients who had been unable to take a job due to transport issues.

10 (43%) of these gave the reason as public transport not running at times to suit either early starting or late finishing shifts. This affects a range of employers both large and small, from production and warehousing to hospitality. *“Shift working at both Marine Harvest and Edinburgh Airport. No public transport available early in the morning or late in the evening.”*

Transport is a critical issue that needs to be dealt with on many levels. Several Local Area Partnerships and Welfare Reform Action Groups are looking into local solutions but this also needs to be raised with employers and at a strategic level with the Transport Connectivity Working Group which was set up by the Fife Partnership Executive Group (FPEG).

Other transport-related problems include affordability of transport/petrol in the first month of employment and combining childcare with travel. **Discretionary funding to cover such costs in the first month of employment is available through some projects. Expansion of this support may help improve job outcomes in Fife.** Although no amount of money can pay for public transport that does not exist.

Transport in Fife is the most commonly identified barrier to supporting clients into work.

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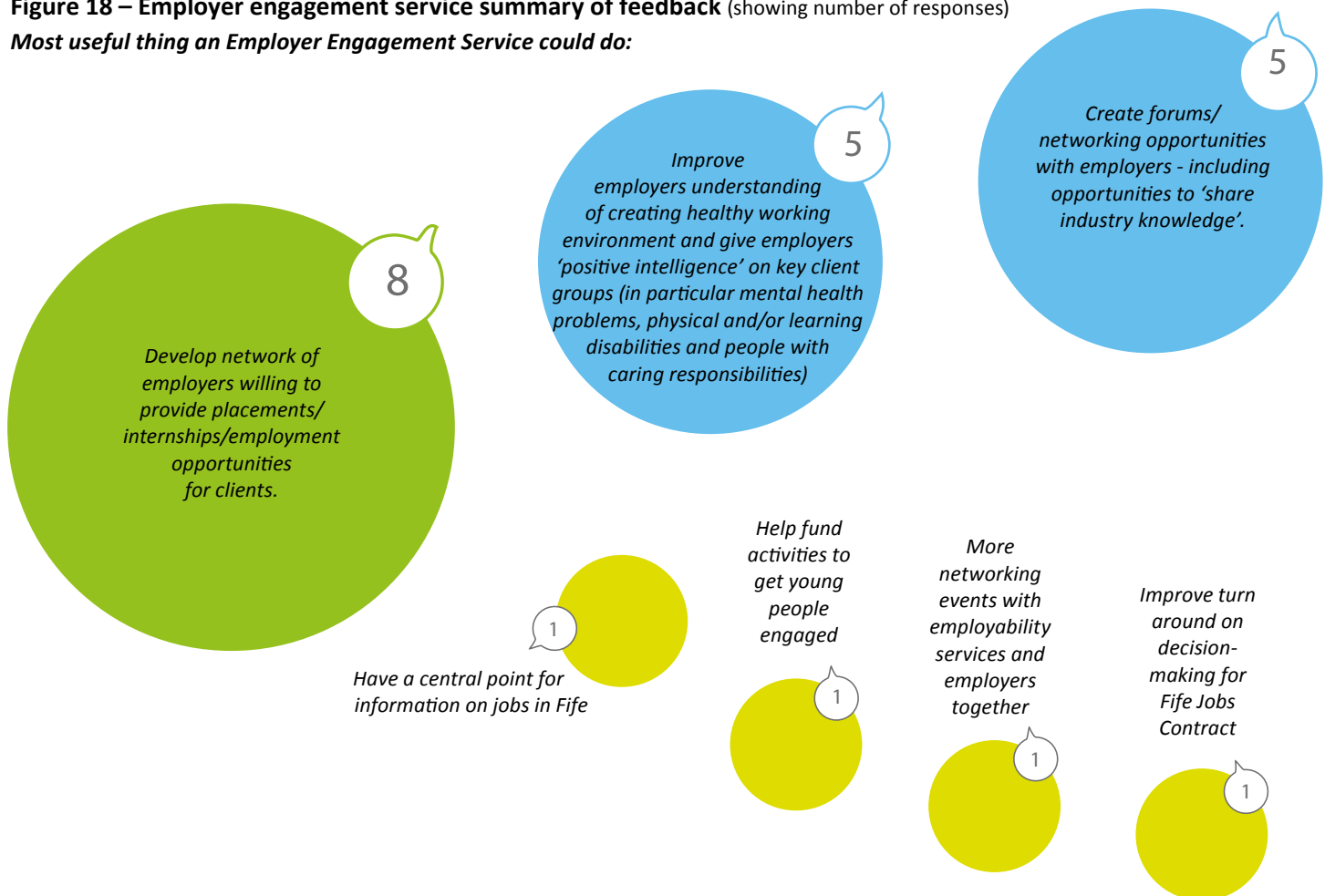
11.4 Employer Engagement in Fife

26 projects (60%) said they undertake some form of employer engagement although the intensity of this varied according to providers' contractual requirements or their stage of activity. Even with this improving employer engagement and increasing work placements and job opportunities in Fife is in the top three 'things that could improve job outcomes'.

We asked partners what would be the most useful thing a Fife-wide employer engagement service could do for them. Figure 18 below summarises the responses.

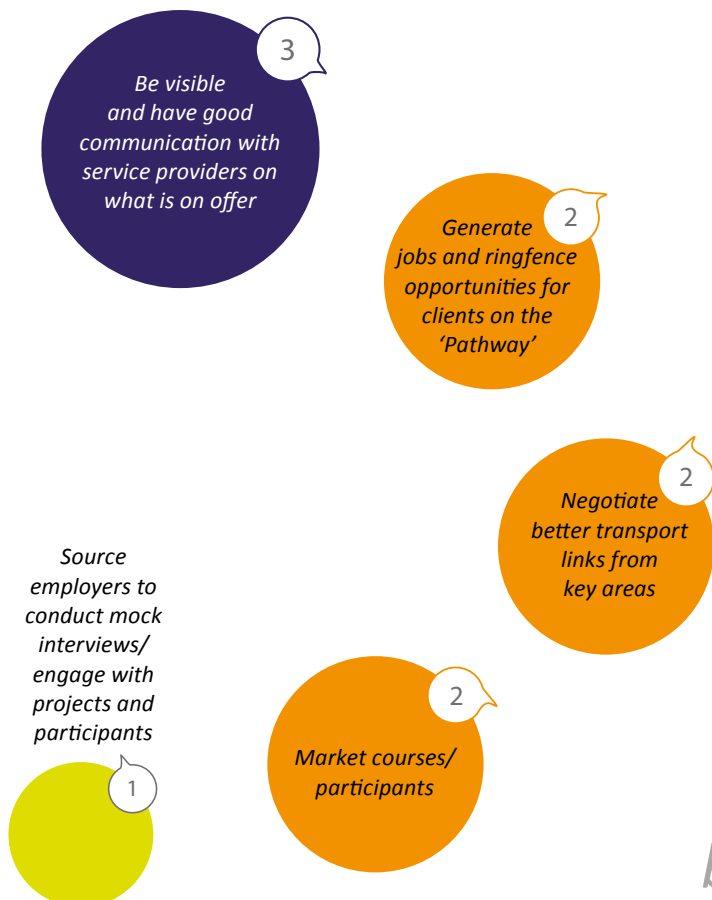
A key point is that **communication is critical**. Any future service working with employers in Fife needs to be outward facing, not just to employers, but also to the employability services who should be providing clients for the opportunities generated. *'If we don't know what's happening we can't help clients to the best of our ability.'*

Figure 18 – Employer engagement service summary of feedback (showing number of responses)
Most useful thing an Employer Engagement Service could do:



'If we don't know what's happening we can't help clients to the best of our ability.'

For some providers independent employer engagement is central to their contracts – it is not something that will ever be given up. However, they are also in an ideal position to market a Fife-wide service to employers not already ‘in the system’. With 9,010 enterprises in Fife these projects should be seen as critical partners in broadening reach. It would make sense for third sector providers to be involved in, and consulted on, the development of any new/additional employer-facing service.



summary

11.5 In Summary

- Long-term funding strategies continue to be critical to ensuring successful projects, increasing investment in Fife and improving outcomes for clients furthest from the labour market.
- Employer engagement is undertaken by 60% of providers. They still would welcome being involved in the development of a Fife-wide service.
- Improving accessible and affordable transport from deprived areas to jobs with early or late shift patterns is critical to improving job outcomes in Fife.
- Continuing to build providers' knowledge of each other is crucial to reducing duplication and improving client journeys along the pathway.
- A directory of services on the OFP website would be a helpful initial step to doing this.

It would make sense for third sector providers to be involved in and consulted on the development of any new/additional employer-facing service.

12. Conclusion

In producing this report it is hard not to be impressed by the size and scale of employability activity being delivered by the third sector in Fife with 43 projects represented here delivered by 29 organisations and working with nearly 4,000 clients annually.

There is a significant increase in formal partnership working since 2013 with Fife-ETC, Fife Rural Skills Partnership and Making it Work being the largest examples in employability.

The sector averages a good success rate with 38% of clients moving into employment and 10% into education between April and September 2015. However this varies greatly by provider and needs to be backed up by better sustainment figures either through improved monitoring or greater in-work support.

Fife benefits from a genuine multi-agency strategic planning partnership, the Opportunities Fife Partnership (OFP), which recognises the benefits that third sector providers bring to the table in the form of match funding, flexibilities in delivery models and on the ground relationships in hard to reach communities.

The OFP have radically improved coordination in terms of commissioning services since 2013. This is evidenced in the broader range of client groups now being served and wider geographical spread of projects in Fife.

There are still some obvious gaps in provision which require further exploration. In particular support for people with caring responsibilities and support for people for whom their ethnicity or migrant status acts as a barrier.

Provision for those with mental health problems has remained the same, however this is still a growing client group. Development of basic 'emotional resilience' and anxiety management skills within more generic employability services could be an important next step.

There is still very little correlation between service provision and areas of multiple deprivation in Fife, with Levenmouth ranking joint 5th in terms of levels of employability services despite having the second highest proportion of deprived areas.

The OFP is actively working to support and generate delivery through third sector providers as shown by the significant shift in the proportion of funding allocated to the sector from around 28% in 2012/13 to almost 70% in 2015.

This represents both an opportunity and a risk to the sector. The sector needs to continue to deliver good quality, innovative services to those furthest from the job market: 'Reaching the parts others can't reach'. This can be a challenge where funding is focussed strongly on employment targets and will doubtless generate conflicts of interest at times.

To help this, the sector must continue to prove its value in generating 'distance travelled' and that ensuring job outcomes, once achieved, are sustained.

There is a significant level of employability provision in Fife, and a reducing number of people claiming Job Seeker's Allowance. It is critical that organisations continue to refine, refocus and adjust their provision to ensure it is fit for purpose, filling gaps and addressing client need. As identified in the Fairer Fife Commission a rebalancing of resources towards unemployed people with health problems and disabilities may better reflect the need in Fife.

Despite the efforts of the OFP **short-term funding** continues to be the biggest challenge to many providers, affecting both staff retention, partnership development and investment in clients furthest from the labour market. Scottish Government, and other short-term funding sources, have it within their power to change this. And in doing so could radically improve the prospects for many vulnerable and hard to reach individuals.

There is continued demand for coordination of opportunities to network and share information amongst providers. Fife Employability Forum and Know Your Network-type events are part of the picture. In addition a simple directory of services available through the OFP website would play an important role in improving pathway referrals and helping clients get to the right service at the right time.

Transport, or the lack of it, is a common barrier to clients accessing jobs. This particularly affects shift work and is something that needs to be addressed as a priority at all levels or else we are failing the people we are here to support.

Whilst 60% of projects undertake employer engagement in the area there is **significant support for a Fife-wide service that would help broker relationships with employers** and meet the need for work placements, job opportunities and more.

Key Recommendations

Funding

- a) Fife Council should support the OFP three year 'in principle' approach to funding by confirming decisions on Fairer Fife funding for 2016-18.
- b) 'In principle' funding agreements should be formalised and systems created to support these.
- c) Scottish Government, DWP and others should adopt a similar approach to all employability funding with the shortest timeframe for contracts being 24 months to allow appropriate staff development, connection with local communities and creation of pathway networks.

Commissioning

- d) Employability services which specialise in the needs of people with caring responsibilities should be commissioned in Fife once the final OFP report is approved and published.
- e) Further research is needed into the gap in employment support for people from migrant communities in Fife, and how best to fill it. This would create an evidence base for future funding applications and commissioning.
- f) Local Area Services Managers and local area partnerships would benefit from working more closely with the OFP to help ensure the range of employability provision in each area is appropriate to the density of deprivation and reflects local needs.

Supporting

- g) The newly evolving Fife-wide service to work with employers would benefit from engaging with third sector employability providers in Fife to better create a pipeline of delivery, to promote opportunities for clients and to increase its reach.
- h) The Transport Connectivity Working Group and any employer facing service need to work together to address the issues of transport to job opportunities.
- i) The OFP should continue to invest in building networks and relationships across the sector through events such as Know Your Network.
- j) An online and printable directory of employability services in Fife needs to be created and maintained. This could be hosted through the OFP website.

Delivering

- k) Third sector partners need to take the time to measure and evidence 'distance travelled', using any of the many tools available. Particularly for those working at Stages 1-3.
- l) Consideration should be given to embedding both financial inclusion support and 'emotional resilience' skills within more generic employability services.
- m) All employability providers should be able to provide information on sustainment of client outcomes as a matter of course.
- n) As the job market becomes more fluid and entry level jobs more temporary, a greater level of resource needs to be invested at Stage 5 of the Pathway to help clients sustain employment or move beyond temporary/under employment.

*FVA would like to thank
all of those who took the time to complete the
survey and answer our questions. Without your
input there would be no report.*

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Thank you for taking the time to read this report – we hope you have found it both interesting and informative.

If you have any questions about the report or would like to talk to the team at Fife Voluntary Action about the support they can provide then please don't hesitate to get in touch through our website www.fifevoluntaryaction.org.uk



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