NOLB Fife – The Findings and The Future
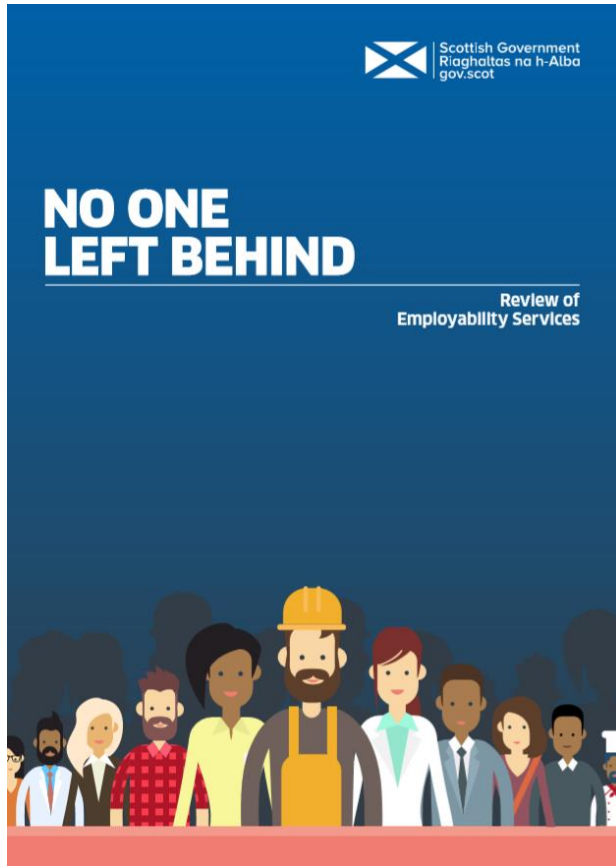
Webinar - 17th September 2020

NOLB Key Principles

Dignity and respect, fairness and equality and continuous improvement

Provides flexible and **person-centred support**

Is **straightforward** for people to navigate

Integrated and aligned with other services

Provides pathways into **sustainable and fair work**

Driven by **evidence** including data and the experience of users

Support more people to move into the **right job, at the right time.**

What *was* the problem we were trying to solve in Fife?

'Certain groups and individuals in Fife are being 'left behind' by the current range of employment support & opportunities in the area.'

Added complexity of:

- covid-19, lockdown and impending recession
- large scale post-covid investment in economy and employment-related support at UK and Scottish levels
- Brexit
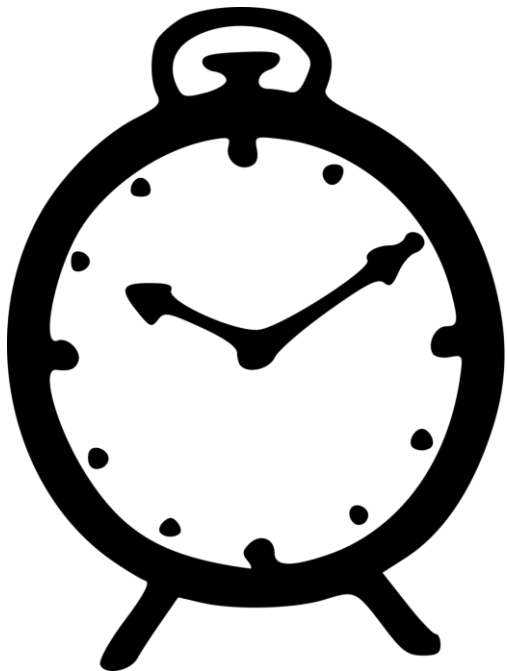
Where do we want to be?

To make sure Fife has on offer the best range of services to help people on their journey towards sustainable employment (within NOLB funding and beyond).

What we did and *why*

- Initial workshop vision developed by both staff and service users (before lockdown - September 2019)

- Explore how the employability service landscape leaves behind certain groups and individuals

- Familiar? 1st stage of design principles / Scottish Approach to Service Design (SAtSD):

  - Explore the problem before designing solutions
  - Services designed around people
  - Participation from Day 1
  - Inclusive and Collaborative Research Methods
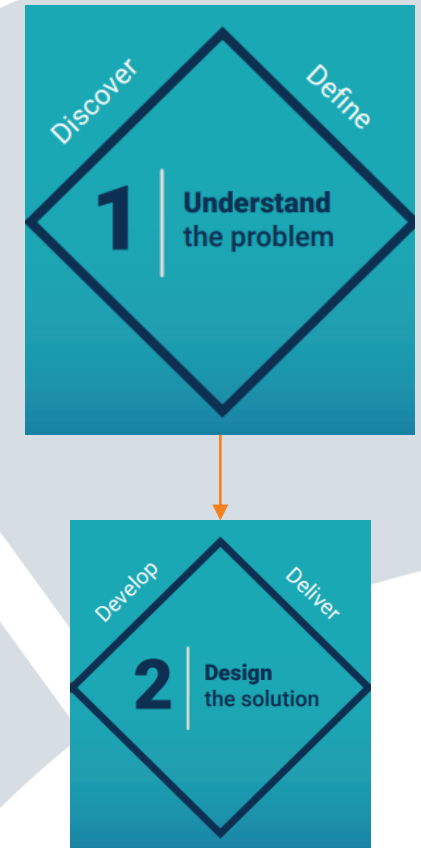
An equalities approach

- Designed around people

  - Planning **at the start** the inclusion of groups and individuals that are 'Easy to Ignore'
  - Service users - current, previous and people intending to use future services
  - Staff - including frontline workers and managers
  - Valuing Lived Experience

- Prioritising inclusion in facilitation and consultation

  - Recruiting + Training a Diverse NOLB Team
  - Collaborative research: *"No High Heid Yins"*
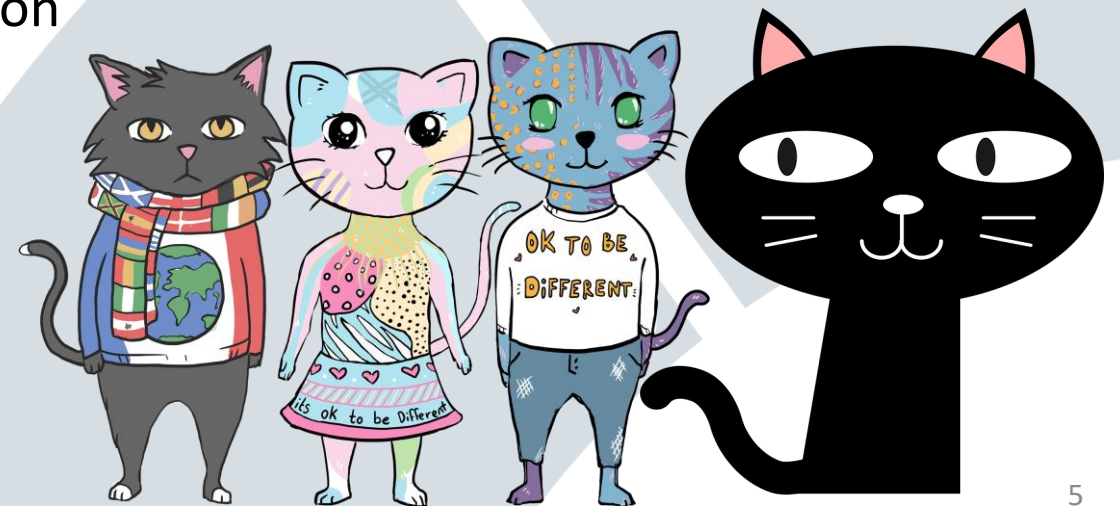
Adapting to the lockdown

- Targeted Thematic + Geographic Approach

  - Partnership work with anchor organisations
  - Local area Workshops

- Reframing IT/online platforms as tools for inclusion

- Online (Public) Survey
  +

- Let's Talk About **#OurFife**

Equalities monitoring – Who was involved?

- High response rate for Equalities Monitoring

- Use of active Equality Monitoring as tool for inclusion

- Close match in the conversation participants demographics to the population of Fife and Scotland for:

  - Age
  - Disability
  - Sex / Gender ratio
  - Caring responsibilities
  - Race, Religion and Belief

	Conversations	NOLB Team	Online Survey
Participants	120	21	124
Respondents	73	20	25
Response Rate	**60.8%**	**95.2%**	**20.2%**
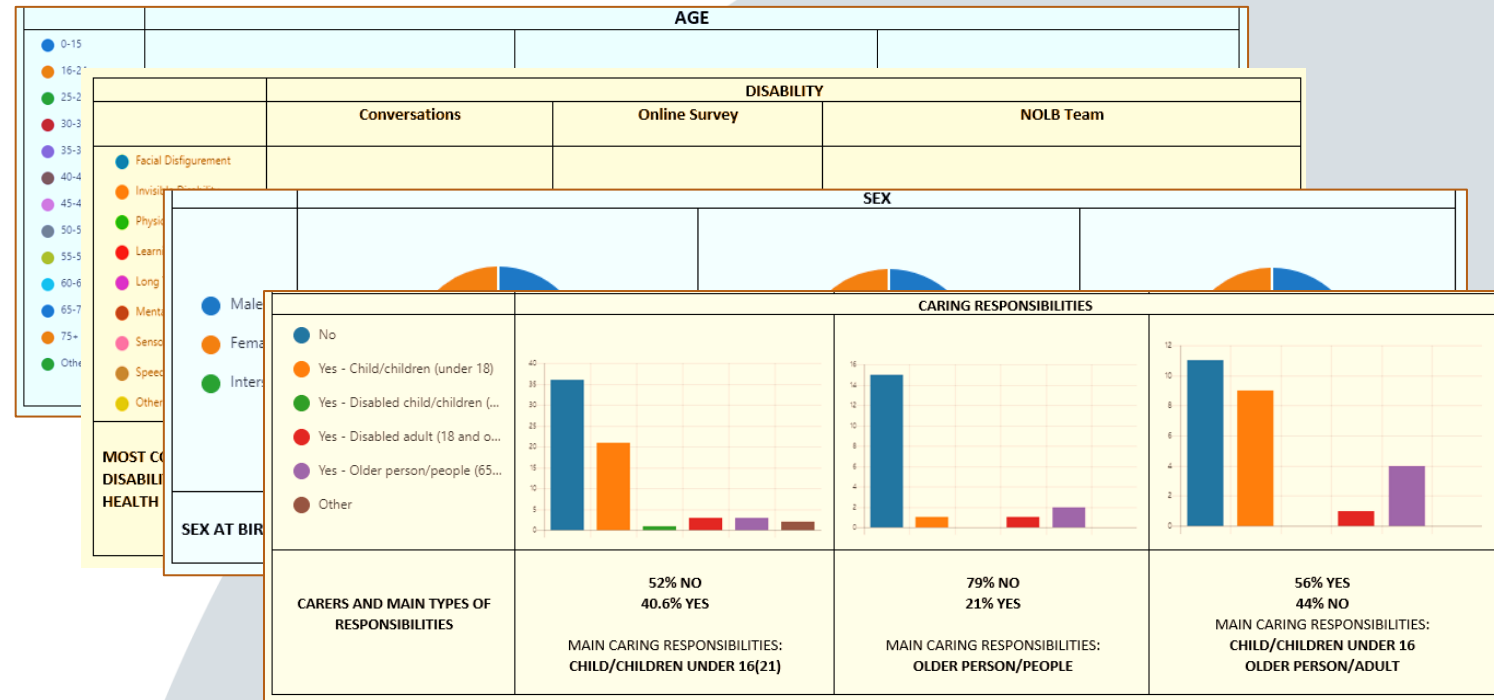
Equalities monitoring – cont'd

- Clear evidence of diversity / fair representation across participants for:
  - Gender Reassignment
  - Sexual Orientation
  - Life Situations

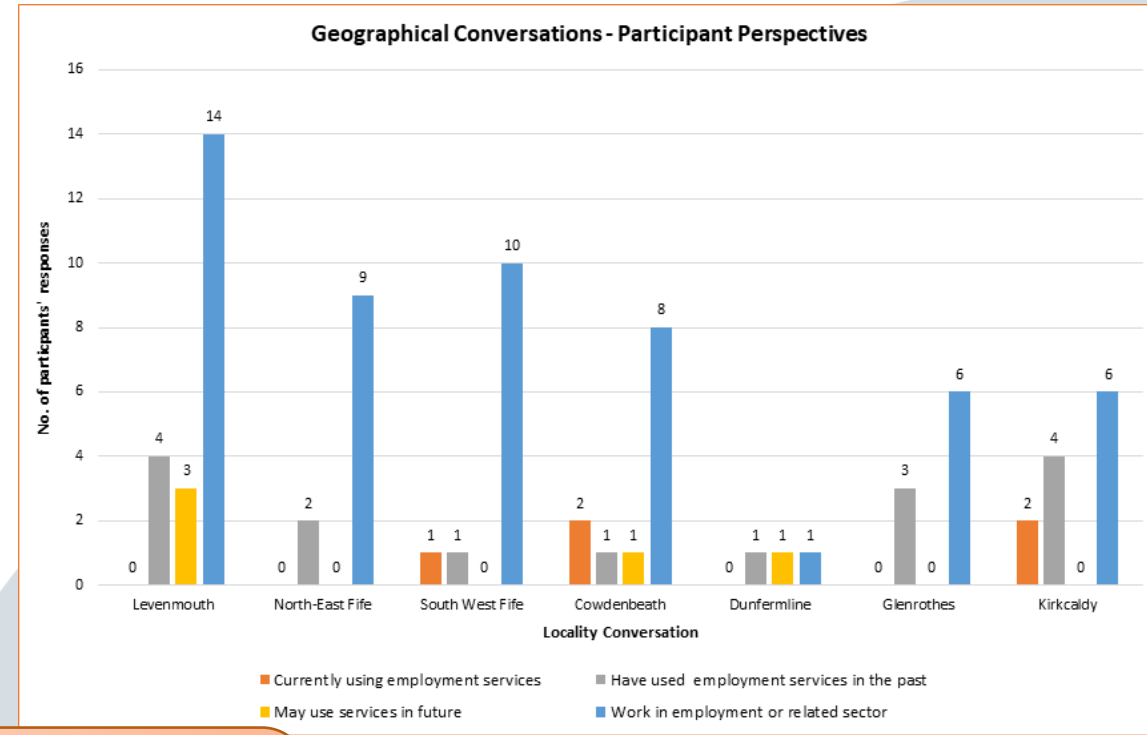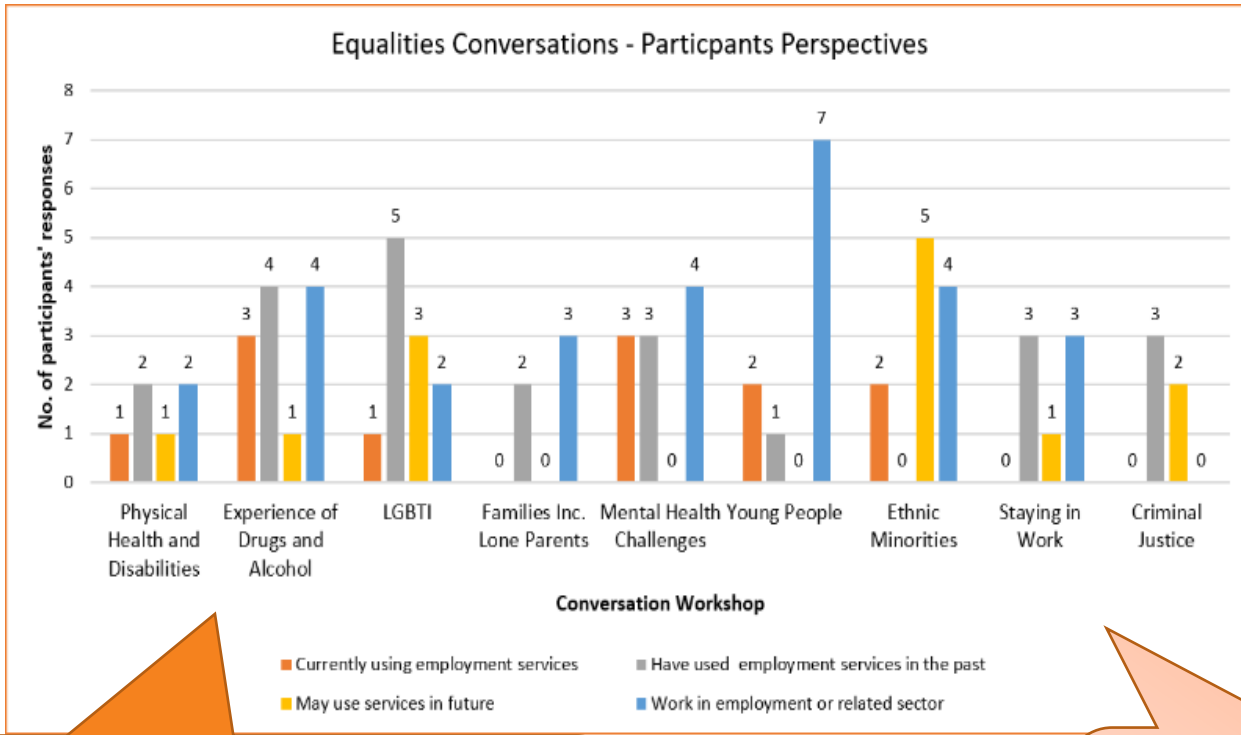- Low or no representation from some Minority Ethnic Groups:
  - White - Welsh, Gypsy/Traveller, Roma, White - Polish, Asian Bangladeshi, Asian Indian, African, African Caribbean, Arab, Jewish, and Sikh

- Low or no representation from some Religions and Beliefs:
  - Hinduism, Sikhism, Judaism

NOLB Conversation Participants – Thematic and Geographic
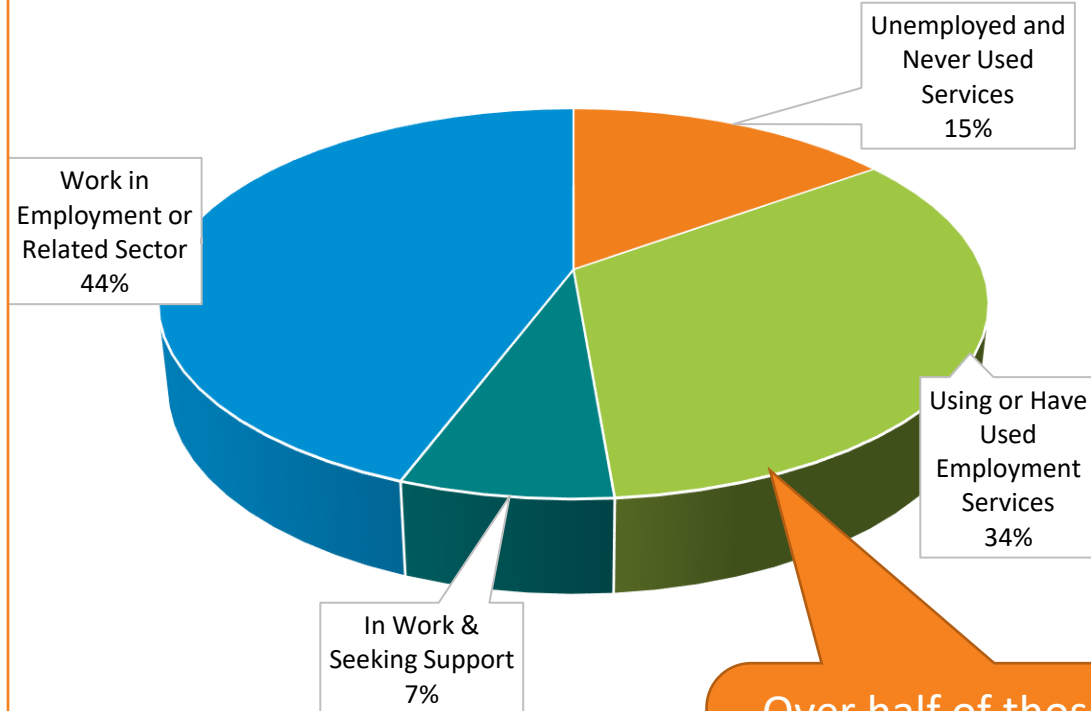

Higher balance of people who 'have used, are using or may want to use services' in equalities sessions
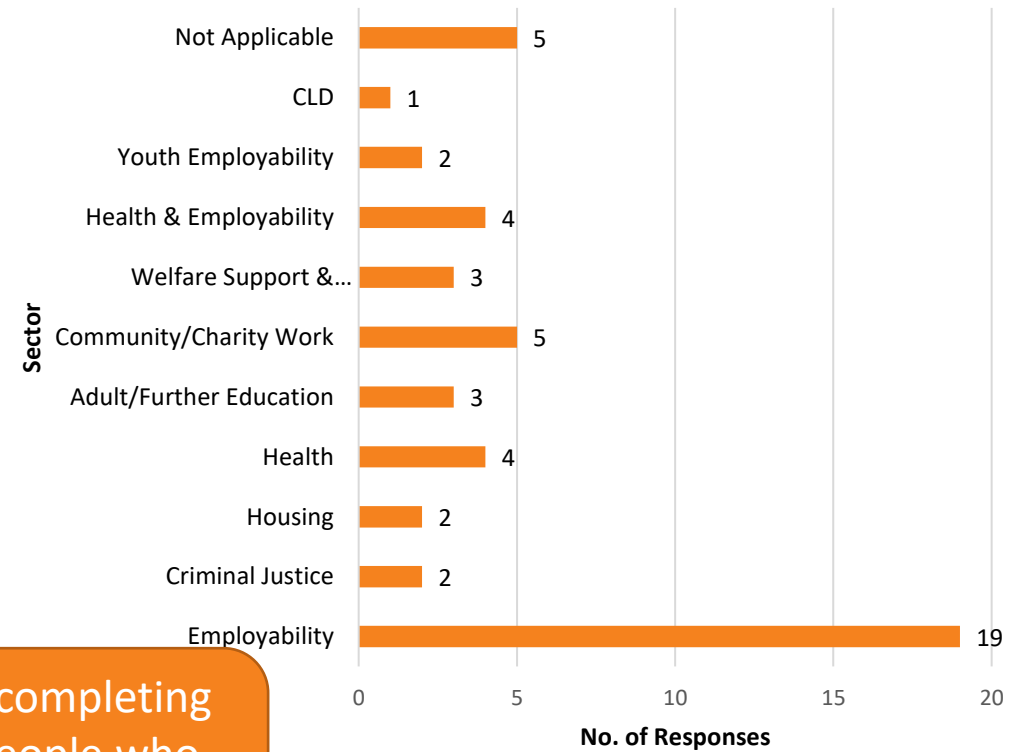
We need people to come and ask us what we need, just as you are doing with NOLB.

NOLB Survey respondents

NOLB Online Survey Respondents by Perspective

- Unemployed and Never Used Services 15%
- Work in Employment or Related Sector 44%
- Using or Have Used Employment Services 34%
- In Work & Seeking Support 7%

NOLB Online Survey Respondents by Sector

Sector	No. of Responses
Not Applicable	5
CLD	1
Youth Employability	2
Health & Employability	4
Welfare Support &…	3
Community/Charity Work	5
Adult/Further Education	3
Health	4
Housing	2
Criminal Justice	2
Employability	19

Over half of those completing the survey were people who 'have used, are using or may want to use services'

What is employability?

Internal

- Motivation
- Determination
- Confidence
- Hope
- Resilience
- Abilities (innate and learned)

External

- The economy
- Job opportunities
- Stigma and discrimination
- Educational opportunities
- Social and family context
- Transport
- Healthcare

'employability is.. not having a criminal record'

I got to the stage where I thought I was unemployable. Support I have received gave me courage.

A person described a moment when volunteering and opened up that they were in transition. Management and even child protection got involved. Then they hosted a meeting with all the other volunteers without them to discuss whether folks were okay (they were). This left the individual **feeling very exposed and targeted.** They worried that the same thing might happen in a workplace – and that would feel awful

We automatically have a black line underneath us so we are not going in on equal terms. Knowing that an employer might be open to that positive discrimination is important to us.

Work was needed to 'educate the mainstream community about the abilities of migrants', and not to equate unfamiliarity with the language, with any lack of ability.

Sometimes workers will not take a client seriously because of their age, this is not good support when the attitude is "the worker knows what's best," not allowing young people to make choices, whether those choices are good or bad. Young people are being talked down to.

I have had friends affected with mental health who have lost jobs because of mental health issues like timekeeping. In-place support for these individuals will help.

Community reaction is part of my anxiety. You "mind read". If someone says "good morning" one day and nothing the next you worry about what they are thinking and start wondering if they know about you.

Support them to help them value everyone and not see a disability as a reason not to value someone

What is

Internal

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mination

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> ***Employability is*** *reaching your full potential, it's not necessarily anything to do with a career stage. It involves skills, fulfilment, ability to contribute. It's not the be all and end all but rather a step along the way to being able to help and support family, being a good role model."*

> *'employability is.. not having a criminal record'*

> *I got to the stage where I thought I was unemployable. Support I have received gave me courage.*

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What is employability?

Internal

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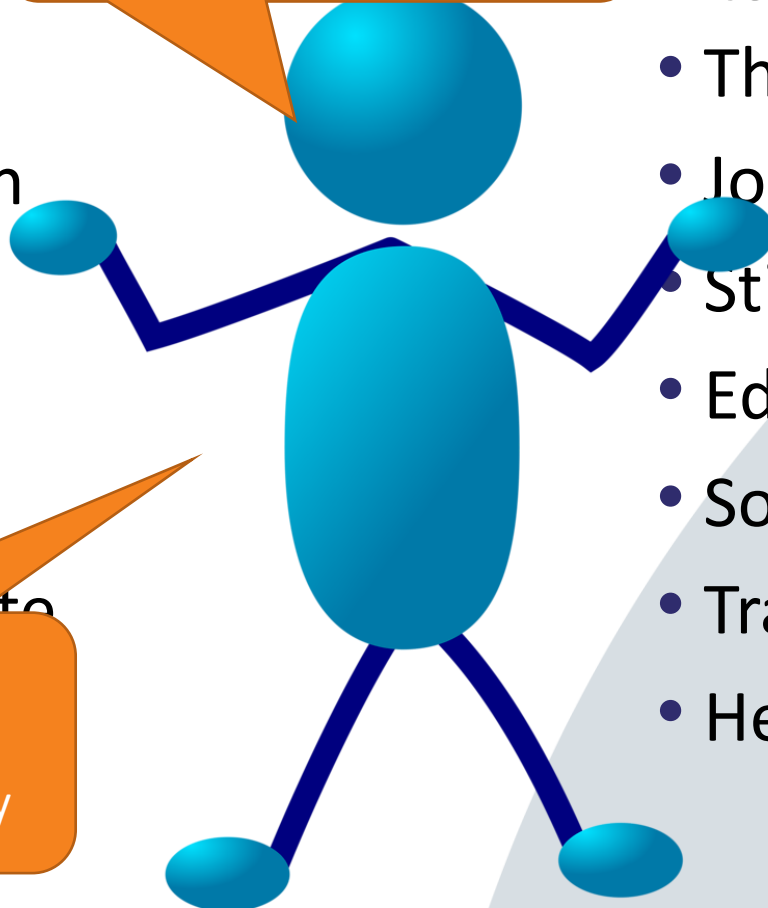- Resilience
- Abilities (*skills*

External

- The economy
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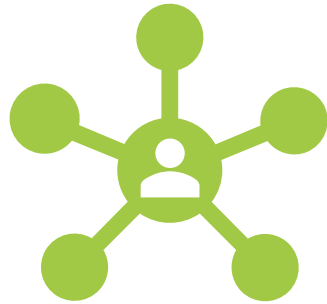And employability staff navigate these complex contexts – no two journeys will *ever* be the same

AND we rarely invest in skills development to navigate this complexity

Yet our funding structures create barriers to navigating this complexity.

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What really matters:
Who is listening?
Where is the power?
How much time do we have?

It is vital that people feel that they are being treated as an equal, and that they are being listened to rather than 'fixed'.

What is our goal?

To commission employability services in a way which supports them to adapt to the unique needs of each individual with a specific focus on those who tend to be 'left behind'

AND which supports services to adapt to the dynamic and rapidly changing economic and employment context in Fife and beyond

What does this mean for NOLB commissioning in Fife?

✓ 'Principles-based' approach to commissioning which promotes adaptation and reflective practice in a fluid and changing context (data is for learning not for accountability)

✓ Involvement of people from key equalities groups staff and employers in development of proposals and delivery. *As well as in* the commissioning assessment process

✓ No time limit (but reflective practice encouraging progression)

✓ 5 stage 'keyworker' model with core skills and a menu of specialist support and courses

✓ Geographical 'hub' approach for each area?

✓ Collaboration as key

✓ Investment in infrastructure to support all of the above

What specialist provision is needed?

What should be on the 'menu' within services?
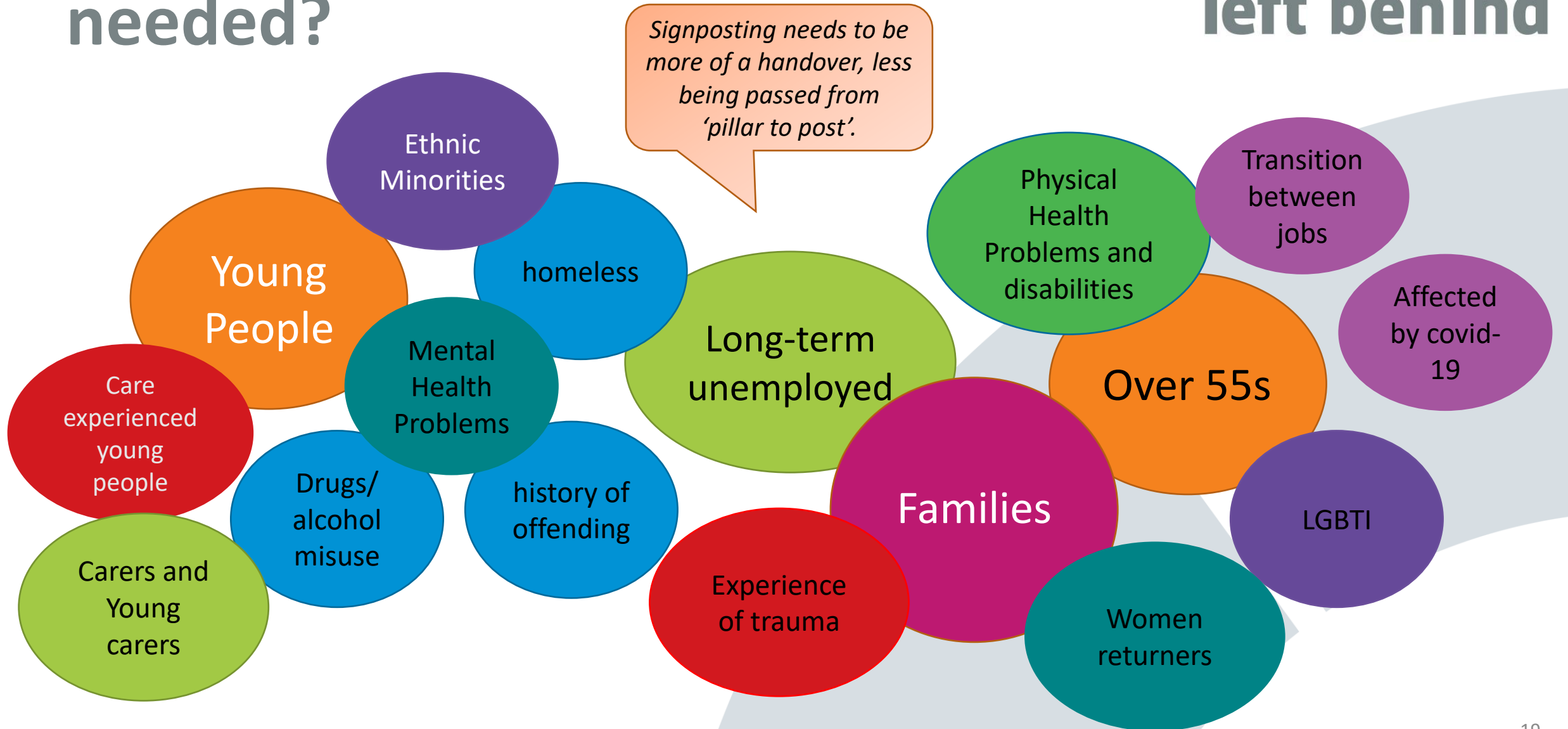
Thinking about more creative ways of working with people. Some programmes have a fixed design – one size fits all – should adapt to different individuals.

It all started from someone giving me the chance to do something. Built a relationship, then found where my skills were.

- Digital skills, tools and access to internet
- Standard employability skills (CV, interview, personal presentation, timekeeping etc)
- Accurate and easy to understand financial advice and support
- Volunteering and work placements
- Access to basic literacy and numeracy support
- Industry specific training
- Peer mentoring
- Growing community connections
- Talking to your employer and knowing your rights
- Emotional awareness (resilience)

When & Where should services be delivered?

it needs to be supportive and private. Otherwise you won't open up

- Locally (one bus away?)
- Potential for local hubs?
- Relevant and relatable to the geography and 'travel to work' area
- In person - in friendly, private & welcoming spaces
- Online - using whatever platform works for the individual
- Out of hours, especially for parents and for when people go back into work

How do you access support if its not available at evenings or weekends?

What do we need for employers?

A ques... n I h...
shoul... er be...
'Are you... comfortab...
with your ...der?'

where its been brilliant, its when the team sees the equality in a diverse team. Our uniqueness is what makes the world a beautiful place and at the same time we share a common humanity."
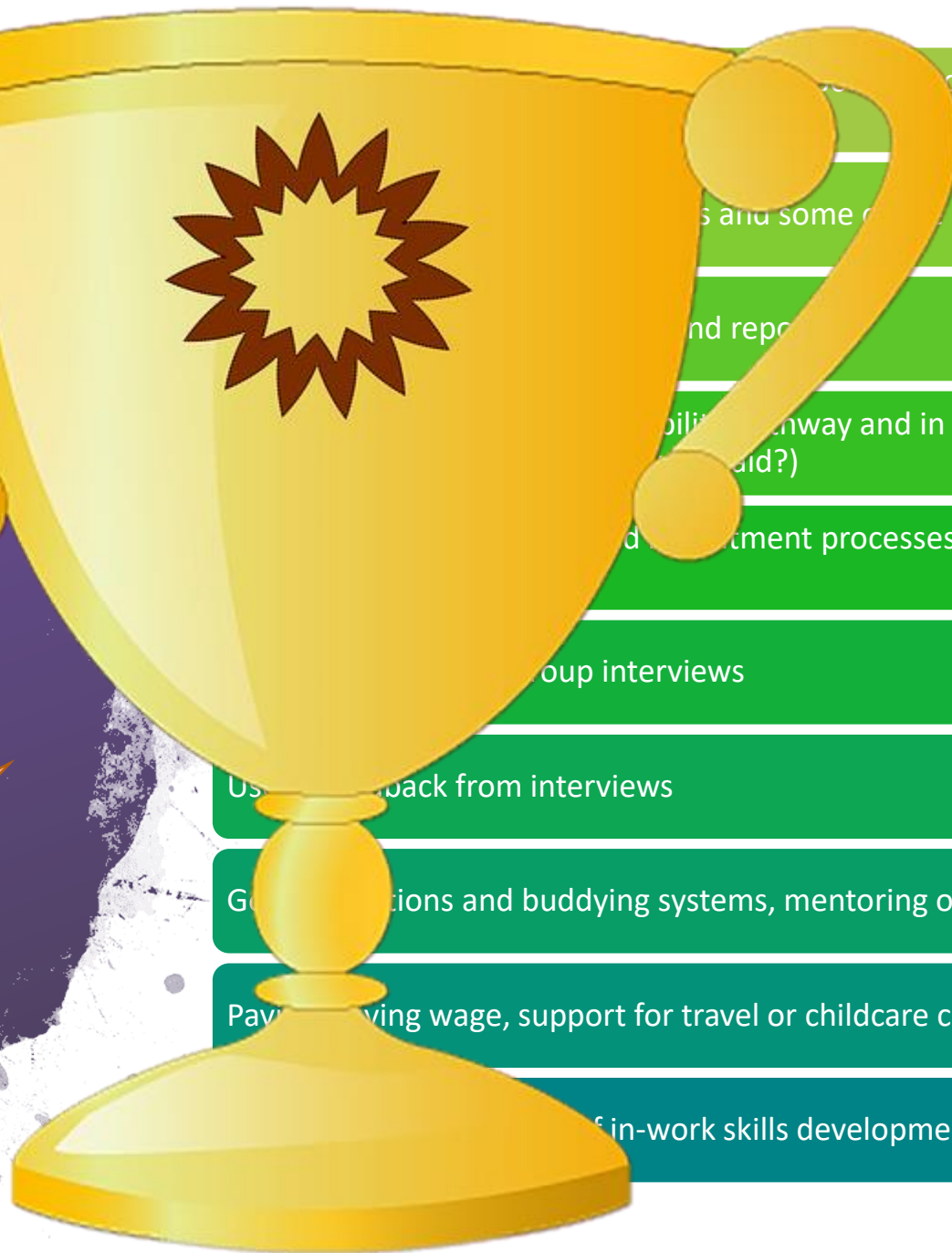
...orkplace, especially around

...s and some ...specific challenges they face

...nd repo...

...bilit... hway and in particular improved variety
...aid?)

...d ...tment processes – less on skills more on

...oup interviews

Us... ...back from interviews

G... ...tions and buddying systems, mentoring outside of work

Pay... ...ving wage, support for travel or childcare costs in the first month

...f in-work skills development

What about personal information?

I had to give the same information to three different people on the same day.

- The role of TRUST
- The rule of once
- Clarity on 'why?'
- Simplify registration forms & language
- Check back
- Take time
- Equalities data is secure and separate

I would be more likely to trust a service that didn't ask for all of my personal information until they were certain they could help me.

It would be helpful if…

✓ We could own our own data, with cv's, courses, certificates and useful contacts all in one place

✓ We grant permission to others to access it

✓ We can even update our equalities information if we need to

What is going to happen next?

- Scot Gov't confirmation of NOLB budget for Fife incl. limitations or delays
- DRAFT Fife NOLB Commissioning Framework published for comment
- Continued service user involvement in finalising provision under NOLB
- Launch Commissioning with appropriate timeframe for partnered bids and clear timeline for new services to be launched
- Consider opportunities to test ideas in short-term for future delivery

The bigger picture?

- Embedding equalities and using the Scottish Approach to Service Design leads to helpful answers to complex problems

- *HOW* services are delivered is far more important than 'what'

- Fife needs better pathways *between* employment services and connecting supports such as housing, criminal justice, social work and family support services - *Investment in shared skills will naturally support this*

- Growing Fife's digital infrastructure and capacity is a top priority for future work readiness in the region

- There is a strong value in building on a locality approach to planning and coordination, with local links to contiguous authorities

- Focus on transport, transport and transport

Keep in touch

- If you have been unable to comment in the Q&A we will send a link to a **follow up session** on zoom where we can talk – Monday 21st Sept, 1-2pm

- FVA are hosting a series of **Lunchtime Learning** events to help build on some of the key messages and skills outlined in this session

- **Join Team Experience** and be part of continued service user involvement to help inform the assessment of bids:**anne@fva.org**

  For any other enquiries contact myself: pegs@fva.org