

October 2019

Review of employment support services for residents of the Aylesbury estate and surrounding area

1. Introduction

This report provides an overview of the employment support services available to residents in the SE17 area, which incorporates the Aylesbury estate and the immediate surroundings. This report has been created in the context of a review of the role of Creation Trust, the successor organisation to the New Deal for Communities programme for the Aylesbury estate, in order to identify potential options for the delivery of employment support in this area should Creation trust's employment support programme come to an end.

The employment support offer available to SE17 residents includes services delivered by a range voluntary and community sector organisations, services delivered by a regeneration partner, as part of the Section 106 obligations for the Aylesbury estate redevelopment, and services commissioned directly by the council. This report focuses on the services delivered by Creation Trust, Southwark Works and Notting Hill Genesis as three of the larger employment support services delivered in the area.

2. Overview of key employment support services

Creation Trust

SE17 Working is Creation Trust's employment support programme available to residents of the Aylesbury estate and the immediate surroundings. The programme was initially funded by L&Q 2013-14 and 2017-18 and performance was monitored by the council. This service offered tailored and intensive employment support to Aylesbury residents utilising the organisation's location on the estate and its and strong local connections. Overall, SE17 Working performed well, achieving a high number of employment outcomes.

The SE17 Working service is now part of Creation Trust's core services and has not been directly commissioned by the council. SE17 Working was awarded a further contract by L&Q in 2019 to deliver employment support to residents over an eighteen month period, securing funding for Creation Trust's employment programmes until 2021. The programme has a target of 330 job outcomes.

The service offers assistance to residents to help find work including confidence and motivation training, support with health needs, assistance with family issues, training provision and brokerage with employers.

Southwark Works

Southwark Works is the council's longstanding directly commissioned employment support service which is delivered through a network of specialist employment support providers. The network offers tailored employment support based on underlying needs such as mental health, disabilities or housing needs, as set out in Table 1 below, as well as brokerage with employers. The service has a borough wide remit and operates a hub office on the Walworth Road and its previous location in the Elephant & Castle shopping centre. This allows proximity to the Aylesbury and SE17 areas and targeted outreach to the Aylesbury estate has taken place from time to time. The hub office is managed through a network coordination contract which includes responsibility for operating the office and referring clients to the relevant specialist provider within the network.

The Southwark Works framework was re-commissioned in 2018 to be delivered over a four year period to 2023. The service will maintain the focus on supporting residents into work and there is an additional emphasis on supporting apprenticeships and in-work progression. The service has a large capacity and the framework model allows flexibility in delivery of employment support services.

Table 1: Southwark Works Framework Lots

Lot 1a	Vulnerable young people – learning difficulties
Lot 1b	Vulnerable young people – criminal justice
Lot 1c	Vulnerable young people – at risk of long term unemployment
Lot 2	Long term unemployed
Lot 3	Mental health
Lot 4	Learning disabilities and learning difficulties, including autism
Lot 5	Families & lone parents
Lot 6	Ex-offenders
Lot 7	Substance use
Lot 8	Homelessness
Lot 10	Sector specific support

Notting Hill Genesis

In line with the Development Partnership Agreement for the Aylesbury regeneration project with Southwark Council, Notting Hill Genesis (NHG) delivers the following employment support provision for Southwark residents as part of Section 106 employment and training obligations:

- One to one employment support to Southwark residents
- One to one youth support for under 25s
- Training provision, both group training based on identified needs, as well as support for an individual's training needs
- Working Communities Bursaries available to support residents to gain employment, training and educational outcomes, as well as to sustain or progress in their careers
- Identifying and securing jobs and apprenticeships through the NHG supply chain, partners and employers in line with client need

NHG's employment programme includes a focus on supporting younger residents through its youth support offer. The programme includes a focus on construction jobs as part of the Section 106 obligations but also supports residents into other key local sectors, especially

while there have been delays to starts on site. NHG is currently on track to meet its Section 106 employment and training targets.

3. Employment outcomes

The tables below show the employment outcomes achieved amongst SE17 residents receiving employment support services from SE17 Working, Notting Hill Genesis and Southwark Works between 2016 and 2019.

Table 2: SE17 Employment Outcomes

	2016/17		
Organisation	Creation Trust	Southwark Works	Notting Hill Genesis
Residents supported	458	272	82
Job outcomes	92	118	40
Jobs sustained for 26 weeks	44	45	27
Apprenticeships	3	7	10

	2017/18		
Organisation	Creation Trust	Southwark Works	Notting Hill Genesis
Residents supported	370	287	92
Job outcomes	101	105	26
Jobs sustained for 26 weeks	53	69	36
Apprenticeships	2	1	10

	2018/19		
Organisation	Creation Trust	Southwark Works	Notting Hill Genesis
Residents supported	155	201	83
Job outcomes	65	79	29
Jobs sustained for 26 weeks	42	76	40
Apprenticeships	3	0	13

The above figures demonstrates that overall SE17 residents have continued to access employment support over the past three years, with over 650 job outcomes being achieved across the three services.

4. Support Needs

Consultation with SE17 Working, Notting Hill Genesis and Southwark Works identified a number of support needs and barriers to entering and maintaining work which are experienced by residents seeking employment support in the area. The most significant barriers to entering and maintaining work seen across the three services include:

- Low literacy and/or numeracy skills*
- Relevant training/qualifications/licences*

Employability skills (interviews, communicating with employers etc)
Not having up to date/suitable CV
Work experience
Labour market knowledge
Evidence of right to work/identity documents
Childcare costs
Travel costs
Mental health
Health conditions including long term
Drug & alcohol use
Poor housing conditions
Criminal record

All three services offer tailored and individualised support, as well training provision and employer brokerage, to help residents address these needs to access and maintain work.

5. Ensuring an employment support offer in the SE17 area

SE17 Working has obtained funding to continue to deliver employment support services until 2021, working closely with residents as the redevelopment of the estate continues.

Should SE17 Working cease operation after this time, the council is able to ensure an accessible employment support offer is available to SE17 residents through the continued delivery of the Southwark Works service. Southwark Works has a network of providers in place to address a range of support needs experienced by SE17 residents accessing employment support. It also has the capacity and flexibility to provide employment support to residents previously supported by SE17 Working. Additional coverage from Southwark Works in the SE17 area could be ensured by dedicated outreach and the creation of referral pathways from any housing support services delivered by a successor organisation to Creation Trust.

In addition to ensuring that employment support continues to be available to SE17 residents through Southwark Works, the Council will explore with Southwark Works and NHG wider resourcing for employment support in the area to meet local needs.

6. Recommendations

It is recommended that Southwark Work's outreach in the Aylesbury area is reviewed to ensure continued accessibility to residents, particularly after the end of SE17 working's current contract in 2021, and that an appropriate outreach plan and referral mechanism is developed.

Officers will also continue to work with Creation Trust and Notting Hill Genesis to explore options to combine these services.