Housing, Homelessness and Fair Work Committee

10.00am, Tuesday, 9 May 2023

Employability Diversity and Equality reporting

Executive/routine	**Routine**
Wards	**All**

1. Recommendations

1.1 It is recommended that Housing, Homelessness and Fair Work Committee note:

1.1.1 The work undertaken on diversity and equality reporting within employability services to ensure priority groups are clearly defined and reports on data are gathered in line with the Scottish Government's Shared Measurement Framework; and

1.1.2 The continued monitoring and evaluation of data to ensure diversity and equality in the delivery of employability services in Edinburgh.

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Report

Employability Diversity and Equality reporting

2. Executive Summary

2.1 This report responds to the request for diversity and equality reporting within employability services to be strengthened with priority groups clearly defined. The report clarifies the data currently gathered and how this will be monitored in future.

3. Background

3.1 The Council's employability services focus on supporting the development of a more inclusive labour market, working in collaboration with third sector providers and other partners to maximise the impact of its activities on the city.

3.2 One such partner is Capital City Partnership (CCP), an Arm's Length External Organisation (ALEO), with charitable limited liability company status, that is wholly owned by the City of Edinburgh Council.

3.3 CCP contract manage all of the Council's externally delivered employability contracts and grants, and report back to the Council on progress.

3.4 On 29 September 2022, Housing, Homelessness and Fair Work Committee considered a progress update report on the Service Level Agreement (SLA) which is in place between the Council and CCP.

3.3 In noting the report, an Addendum was approved stating that diversity and equality reporting should be strengthened in relation to outcomes and that priority groups should be defined clearly.

3.4 The Addendum also requested a report back within three cycles on the data gathered and how this will be monitored in future in relation to provision of service that reflects support for people in need by reason of age, poor health and wellbeing outcomes, disability, learning disability, marginalised groups including those from low socio-economic backgrounds, single-parent families, ethnic minorities, and people with experience of complex needs including trauma or violence.

4. Main report

4.1 Employability services delivered by local authorities are measured nationally as part of Scottish Government reporting on No One Left Behind (NOLB) activity through a Shared Measurement Framework. The Framework was introduced in 2020 and

updated in December 2022. This ensures a consistent national standard of measurement for the delivery of services and the impacts achieved.

4.2   To ensure consistency, the Council's own investment in employability services is also commissioned and managed alongside this framework.

4.3   The Council's total employability portfolio is £3,021,606 p.a. (listed below) and includes 1,491 clients tracked annually.

Project	Client/ Purpose	Amount
Subsidised Childcare for Working Parents	Provides subsidised childcare to working parents and links to employability and upskilling.	£872,572
Encompass	Preventative service for those with long term trauma; including substance abuse, criminal behaviour and homelessness	£250,000
All in Edinburgh	Supported employment model for those with a disability and/or long-term health condition	£1,360,000
Next Step	Provide high-quality integrated support to help people looking for work, which is person-centred, one-to-one support.	£360,000
Advance	In-work employment support service for clients who are experiencing in-work poverty, supporting progression and upskilling to progress or retain their roles.	£179,034

4.4   The total NOLB portfolio is £2,880,820 (listed below) and includes 1,853 clients tracked annually.

Project	Client/ Purpose	Amount
Network of Employment Support and Training (NEST) Grants	Supports clients from 16-67 across all stages of the Strategic Skills Pipeline, with a focus on Stages 1-3.	£901,152
NEST Vocational Training Framework	Delivery of sector specific courses for those who are unemployed or wishing to upskill	£250,000
NOLB Activity Agreements	Supports young people aged 15.5-19 (or up to 26 with multiple barriers) to encourage and support them in taking the next step towards a positive destination.	£200,000
Parental Employment Support Fund	Provides employability and other holistic support for parents both in and out of work, helping to tackle in-work poverty.	£196,250
Disabled Parental Employment Support Fund	Programme to support families where the parent has a disability or long-term health condition (6 months Oct-Mar 23)	£268,000
Young Person's Guarantee	Scottish Government initiative to improve opportunities for 16- to 24-year-olds in the wake of the economic impact of Covid (now ended).	£1,065,418

4.5   CCP is tasked with the data gathering, governance, and producing coherent performance reporting on all the above programmes.

4.6   All terminology comes with specific definitions, as set by the Scottish Government, which go into detail in areas such as health and personal details, with separate options for autism spectrum disorder, learning disability, learning difficulty and other developmental disorders.

4.7   All the groups of people referenced in the Addendum of 29 September 2022 are recorded but generally not with the exact language used. For example, there is no single data term for 'marginalised groups' or 'poor health' but these are captured

through separate fields including ethnicity, religion, trans status, sexual orientation, and an extensive list of options under health.

4.8   There was no national system for NOLB reporting to be recorded so, using City Region Deal funding, CCP procured and created a new regional management information system (Helix) to incorporate and run the Shared Measurement Framework.

4.9   Each client participating in a funded programme completes a registration form (see example form in Appendix 1) which covers a wide range of health information, personal details and employment history. The wording of the questions is standardised across all programmes to allow comparative analysis.

4.10   Evidence to support registration data is also collated, in accordance with the Shared Framework, as illustrated in Appendix 2.

4.11   Helix also has a database of Post Codes, which cross references the client record with the Scottish Index of Multiple Deprivation (SIMD) to confirm which quintile they reside in.

4.12   Historical data, which has been moved from the previous case management system to Helix, often attributes to activity under European Social Fund (ESF) which has a different data reporting framework to NOLB. This poses challenges if someone progresses across what was an ESF funded programme onto a NOLB one as the data fields do not match.

4.13   In addition, CCP contract manages, and is responsible for, the data gathering and processing of the UK Shared Prosperity Fund (SPF) portfolio for Edinburgh. The UK Government require reporting against a range of outcomes and outputs for the three UK SPF themes:

4.13.1 Supporting Local Business;

4.13.2 People and Skills; and

4.13.3 Communities and Place.

4.14   So far, the UK Government has not set out any requirements for demographic data relating to SPF beneficiaries but by making use of Helix and existing registration forms, CCP has committed to collecting and reporting on demographic data wherever reasonable and appropriate to the project.

4.15   In addition to the quantitative data outlined, specific qualitative measurements are also used. As an example, in projects with a family focus SHANNARI (see below) is often used, as this is the recognised standard for tracking household/family outcomes:

Safe	Children and families living in safer environment
Healthy	Children and families with improved well-being and resilience
Achieving	Children more engaged in Education
Nurtured	Families with improved relationships with each other
Active	Families feel like they belong and are connected to their communities
Respected	Children, young people and families are heard, and their experiences are understood
Responsible	Children and families feel supported to reach their goals
Included	Families feel like they belong and are connected to their communities

4.16   Delivery partners are actively considering capturing wellbeing and poverty alleviation outcomes to better understand the impact of the interventions funded. Where financial advice is offered, the measurement is of the number of people who have experienced improved household finances, less debt and the financial gains achieved by the household.

4.17   In addition, specific project evaluations are routinely carried out, where external evaluators are given access to anonymised data from the Helix system to analyse the impact of the service. Recently, external evaluations have been carried out on the All in Edinburgh project, the Rural Urban Training Scheme and the Review of Advice Services in Edinburgh.

4.18   The Fraser of Allander Institute at the University of Strathclyde are also currently undertaking an analysis of the data tracking people with disabilities (particularly learning disabilities) in their work journey.

5.   Next Steps

5.1   There has been continual improvement and standardisation on diversity and equality data collection in employability services.

5.2   The measurement, monitoring and evaluation of employability services will continue (using the Helix management information system) with reference to the Scottish Government's Shared Measurement Framework.

5.3   Performance on Council-funded employability services will continue to be reported on a quarterly basis to officers and CCP's Board, as well as on an annual basis to Committee. This will also highlight how well the services meet their targets with regards to their identified target engagement groups.

5.4   The Local Employability Partnership (LEP) will continue to monitor demand and make recommendations on service provision based on needs.

6.   Financial impact

6.1   The Council pay £70,000 per annum for the upkeep and maintenance of Helix. This is budgeted for as part of the core allocation funding made to CCP under the SLA.

6.2 This report is for noting only and no financial implications arise directly from it.

7. Stakeholder/Community Impact

7.1 The impact of current contract and grant provision is dependent on the commissioning strategy of what projects have been funded to do and which groups have been prioritised and targeted. The Scottish Government often ring fence funding for defined groups, which will skew the data towards that and show a higher percentage of engagement with that specific group.

7.2 The LEP has recently invested in the revamped Edinburgh partnership survey which will engage with 4,000 citizens and have questions built in around employability, skills qualifications, and work.

7.3 Each employability service that is commissioned has been through extensive co-production exercises, taking on board service user and provider feedback, and delivery is continuously monitored and evaluated to ensure the quality of services.

8. Background reading/external references

8.1 None.

9. Appendices

9.1 Appendix 1 - Example of a Client Registration form data collection fields.

9.2 Appendix 2 - NOLB Minimum Evidence Standards.

APPENDIX 1 - Example of a Client Registration form data collection fields

1: Forename
2: Surname
3: Address Line 1
4: Address Line 2
5: Address Line 3
6: Address Line 4
7: Postcode
8: Phone Number
9: Mobile Number
10: Contactable
- Contactable by email
- Contactable by phone
- Contactable by SMS

11: Registration Date
12: How did you hear about us?
13: NI Number
__ __ __ __ _
14: Employment Status at Start Date
- Employed
- Self Employed
- Unemployed
- Economically Inactive
- School Pupil
- Not Recorded

15: If employed, in which sector?
16: Rate of Pay at Start Date (if employed)
17: Email Address
18: Length of Time Out of Work
- 12 months up to 2 years
- 2 years up to 5 years
- 5 years or more
- 6 months up to 12 months
- Less than 6 months
- Never worked
- Not Recorded

19: Highest Level of Qualification at start date
- ISCED Level 0 - No Qualification
- ISCED Level 1
- ISCED Level 2
- ISCED Level 3
- ISCED Level 4
- ISCED Level 5
- ISCED Level 6
- ISCED Level 7
- ISCED Level 8

20: Date of Birth
21: Gender
- Female
- Male

- Prefer not to say

22: Trans status
- No
- Yes- non-binary
- Yes- trans man
- Yes- trans woman
- Yes- other (please describe if you wish)
- Prefer not to say

23: Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

24: NOLB Scottish Government Health Related Questions
- Autism Spectrum Disorder
- Deafness or partial hearing loss
- Blindness or partial sight loss
- Learning disability
- Learning difficulty
- Other developmental disorder
- Physical disability
- Mental health condition
- Long-term illness, disease or condition
- Full or partial loss of voice or difficulty speaking
- Other condition

25: If you have answered yes to any of the proceeding questions does your condition or illness reduce your ability to carry-out day-to-day activities

26: Select if the participant has no long-term health conditions- haven't answered yes to any of the questions in Q25

27: Ethnic Origin
- African Other
- Asian-Bangladeshi, Bangladeshi Scottish, Bangladeshi British
- Asian - Chinese, Chinese Scottish, Chinese British
- Asian - Indian, Indian Scottish or Indian British
- Asian- Other
- Asian - Pakistani, Pakistani Scottish, Pakistani British Black, Black Scottish, Black British
- Caribbean or Black - Other
- Caribbean, Caribbean Scottish, Caribbean British
- Mixed or multiple ethnic group
- Not Known
- Other ethnic group
- Prefer not to say
- White Gypsy Traveller
- White - Irish
- White-Other
- White - Other British
- White-Polish
- White-Scottish
- White - Roma
- White Showman/showwoman

28: Religion, religious denomination or body
- None - Religion

- Church of Scotland
- Roman Catholic
- Other Christian
- Muslim
- Buddhist
- Sikh
- Jewish
- Hindu
- Pagan
- Other religion
- Prefer not to say

29: Sexual Orientation
- Heterosexual / Straight
- Gay / Lesbian
- Bisexual
- Other
- Prefer not to say - Sexual Orientation

30: Participant characteristics and circumstances
- Armed Forces veteran
- Asylum seeker
- Criminal convictions
- Homeless or affected by housing exclusion
- No or Limited work experience
- Refugee
- Substance related conditions
- Childcare
- Transport
- Current Substance Use
- Care experienced - Barriers
- Caring Responsibilities
- At risk of becoming NEET
- From Employment Deprived Areas
- From Remote Rural Areas
- From Rural Areas
- Living in a jobless household
- Living in a jobless household with dependent children
- Living in a single adult household with dependent children
- Long term physical illness
- Long term unemployed - Barriers
- Looked after young person
- Low Income Employed
- Low Income Household
- Low Skilled
- Mental health issues
- Migrants people with a foreign background, minorities (including marginalised communities such as the Roma)
- Primary carer of a child/children (under 18) or adult
- Underemployed

31: Parental Status
- Parental Status must be provided (Select only one Parental Status)

- Parent in a couple
- No Children
- Single Parent

32: Family Information
- Number of dependent children
- Disabled child or adult within family?
- Age of youngest dependent child
- Are you living with dependent children?

33: Accessing funded childcare

34: Accessing eligible 2-year-old place

35: Initial Employment Information (Subsidised Employment)
- Employment Subsidy Type
- Employment Subsidy Start Date
- Employment subsidy end date

36: Programme

37: Advisor

38: What stage on the employability pipeline is the client currently in?

APPENDIX 2 - NOLB Minimum Evidence Standards

NOLB Minimum Evidence Standards – Participant Eligibility, Characteristics, Circumstances, Progression & Outcomes (Updated 03.03.23)

Evidence should be dated within twelve (12) months of the participant start date – with the exception of a benefit letter when issued over a prolonged period (i.e. ESA Letters) and where valid and unexpired identification is being provided (i.e. Passport; Driving Licence; Birth Certificate; NI Card / Letter).

Participant Eligibility, Characteristics, and Circumstances	Definition	Evidence examples may include but are not limited to:
Reside in Scotland	Participant must reside in the Local Authority Area – **as per grant offer letter**	• UK Driving Licence (Full or Provisional) • Desktop or Smart Device Screen shot(s) / print off(s) from a client's UC Online Account • Bank Statement • Utilities Bill • Letter from Local Authority • Other Verification from a Public / Statutory Body (e.g. DWP, SQA, NHS, etc.)
Working Age	Participants who are within six months of their school leaving date, up to 67 years (pensionable age) – **as per grant offer letter**	• UK Driving Licence (Full or Provisional) • Passport • National Identity Card (EU) • Birth Certificate • Other Verification from a Public / Statutory Body (e.g. DWP, SQA, NHS etc.) • Proof of Age Cards that display the DOB; include the PASS hologram; and/or have been issued by a government agency / Public / Statutory body e.g. Young Scot Card, Citizen Card, etc. • UK Residence Permit Card • Verification the individual is in receipt of a Working Age Benefit (e.g. Award Letter / Correspondence from DWP / JCP, Desktop or Smart Device Screen shot(s) / print off(s) from a client's UC Online Account, etc.)
Right to Live & Work in UK	Participant must have the legal right to live and work in the UK – **as per grant offer letter**	• UK Passport • UK Birth / Adoption Certificate • NI Card or Letter confirming NI No. • Previous Contract of Employment confirming NI No. • P45 confirming NI No. • Previous wage slip confirming NI No. • P60 confirming NI No. • Correspondence from HMRC / DWP / JCP / Pension Service with NI No. • Award Letter confirming the individual is in receipt of State Benefits / Pension • Desktop or Smart Device Screen shot(s) / print off(s) from a client's UC Online Account • Correspondence from DWP / JCP / Pension Service confirming the individual is in receipt of State Benefits / Pension • Non-EU Passport - must be valid, unexpired and endorsed 'indefinite leave to remain – proceed' (settled status) **OR** includes work or residency permits **OR** visa stamps (unexpired) **AND** all related conditions met • Identity Card issued by the Home Office in place of a visa - confirming the individual's right to stay, work or study in the UK • Residency permit for foreign nationals

Participant Eligibility, Characteristics, and Circumstances	Definition	Evidence examples may include but are not limited to:
		- EU, EEA & Swiss Nationals Settlement Status – print out from the [Home Office Right to Live & Work Checking Service](#) demonstrating 'settled' or 'pre-settled' status - Marriage / Civil Partnership certificate (provided that it can be evidenced that the individual's partner has a legal right to live in the UK) - If an Asylum Seeker - Copy of individual's Application Registration Card (ARC) - If a Refugee: ➤ a Residency Permit Card with the status of Refugee ➤ a Home Office letter confirming status and permission to work ➤ a Home Office Certificate of Identity ➤ a benefits notification letter ➤ an Immigration Status Document ➤ Ukrainian – UK approved Visa ➤ Ukrainian – Valid Ukrainian International Passport (or an Expired Ukrainian International Passport with a formal extension stamp issued by the Ukrainian Government), endorsed with a 6-month entry stamp from UK Border Force officials ➤ Ukrainian – a Residency Permit Card with the status of Ukrainian Scheme
Participant Characteristics & Circumstances	As per the Shared Measurement Framework Data Guidance	Participant declaration as part of a detailed registration and assessment process (with the exception to the participant's age, as this must be evidenced as per *Working Age* above)
Child Poverty Information	As per the Shared Measurement Framework Data Guidance	Participant declaration as part of a detailed registration and assessment process
Progression & Outcomes	Definition	Evidence examples may include but are not limited to:
Initial Employment Information	As per the Shared Measurement Framework Data Guidance	- Offer of Employment - Contract of Employment - Payslip - Employer or Participant declaration. This may include but is not limited to: ➤ A signed declaration form ➤ Email confirmation ➤ Key Worker case notes with details of declaration from employer or participant (e.g. telephone call)
Other Progression (Work experience / Volunteering)	As per the Shared Measurement Framework Data Guidance	- Participant training plan - Health & Safety Assessment - Attendance records - Participant reviews - Correspondence with participant, employers, partners, etc. - Case notes of participant contact, support, etc.
Accredited Training &	As per the Shared Measurement	- Copy of Certificate - Participant declaration. This may include but is not limited to:

Participant Eligibility, Characteristics, and Circumstances	Definition	Evidence examples may include but are not limited to:
Outcomes (Courses expected to last less than one academic year)	Framework Data Guidance	➢ Participant signed declaration form ➢ Participant email ➢ Key Worker case notes with details of declaration from participant (e.g. telephone call)
Further / Higher Education and Outcomes (Courses expected to last at least one academic year)	As per the Shared Measurement Framework Data Guidance	• Offer from Training Provider • Copy of Certificate • Training Provider or Participant declaration. This may include but is not limited to: ➢ A signed declaration form ➢ Email confirmation ➢ Key Worker case notes with details of declaration from training provider or participant (e.g. telephone call) • Data Hub extract
School	As per the Shared Measurement Framework Data Guidance	• School or Participant declaration. This may include but is not limited to: ➢ A signed declaration form ➢ Email confirmation ➢ Key Worker case notes with details of declaration from school or participant (e.g. telephone call)
Employment, FE / HE, School Follow Ups	As per the Shared Measurement Framework Data Guidance	• Offer of Employment / Training • Contract of Employment • Payslip • Employer, Training Provider, School or Participant declaration. This may include but is not limited to: ➢ A signed declaration form ➢ Email confirmation ➢ Key Worker case notes with details of declaration from employer, training provider, school or participant (e.g. telephone call) • Data Hub extract