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[Warrington Joint Strategic Needs Assessment Index](#)

[Warrington JSNA Life Expectancy Chapter](#)

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Warrington Joint Strategic Needs Assessment (JSNA) 2011 - Unemployment and Worklessness Chapter



The Joint Strategic Needs Assessment (JSNA) considers a wide range of factors that affect the health and wellbeing of the people of Warrington. The objective of the JSNA is to involve partner organisations, such as the local NHS, local authorities, Police, Fire and third sector organisations in order to provide a top level, holistic view of current and future need within the borough. The JSNA is used to agree key priorities to improve the health and wellbeing of all our communities at the same time as reducing health inequalities.

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Executive Summary

Introduction

Worklessness is a key issue for Local Authorities and their partners. Worklessness has a negative impact on a range of other factors including housing and health. It has detrimental social and economic costs and prevents Warrington from reaching its full potential.

Locally, the Employment Learning and Skills (ELS) Partnership plays a vital role in developing a shared approach to worklessness in Warrington. Warrington Borough Council coordinate and chair the ELS Partnership primarily by the Community Employment, Learning and Skills (CELS) Team. The team is responsible for a range of projects aimed at improving the employment prospects and skills of local residents, as well as the strategic support of the ELS Partnership.

Whilst Warrington performs fairly well compared with the regional and national averages for economic inactivity and worklessness, there are particular issues around some areas. Of primary importance to local partners are the Closing the Gap (CtG) Super Output Areas (SOAs). These are the 11 local areas which fall within the most deprived 10% of areas nationally, using the 2010 Indices of Deprivation, and have been prioritised locally for targeted action. These areas suffer from particularly high levels of worklessness.

Key Issues and Gaps

Current provision can be split between locally commissioned activities and those commissioned regionally and nationally. A major issue is around ensuring that the ELS Partnership is able to influence all delivery to ensure it addresses local need.

Current performance against the key CtG indicator, PNI001 (people claiming out-of-work benefit in target SOAs), shows that the rate improved by 0.6% between February 2010 and 2011 rather than the target of 1%. ELS members need to increase the number of CtG residents they are supporting into employment in order to hit this target in the future.

The Department of Work and Pensions has recently commissioned a major new welfare-to-work scheme known as the Work Programme. Working with and around this programme will be a vitally important area of work for all ELS partners.

Alongside this chapter of the JSNA, the CELS team is currently developing a Worklessness Assessment, which will provide part of the underpinning evidence base for future commissioning.

Recommendations for Commissioning

- Maintain focus on the CtG SOAs.
- Ensure delivery from local venues.
- Build capacity in the third sector to deliver employment services.
- Support the local Work Programme contractors to ensure that the programme is successful in Warrington.
- Commission activities as any gaps emerge in other provision.
- Look to develop a method of capturing levels of literacy and numeracy within the CtG SOAs.
- Improve relationships with employers and evaluate whether a shared employer engagement service for the ELS partners is practical.
- Increase the number of apprenticeships available to people, especially young people, living in the CtG areas.

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1) Who's At Risk and Why

Worklessness is a less familiar term than unemployment to describe people who are unemployed or economically inactive. Economically inactive people are those of working age who are not working and are not actively seeking work. Many are outside the labour market voluntarily, for example because of family responsibilities or early retirement. It can also include those who are not working because of illness. Worklessness also includes those claiming out-of-work benefits such as:

- Jobseeker's Allowance ([JSA claimant data, charts and maps available here](#))
- Incapacity Benefits/Employment & Support Allowance
- Lone parents claiming Income Support
- Other income related benefits

There is a grey area with some people whose benefit status means they are not under obligation to work, choosing to do so. There are also people who are economically inactive by choice, for example full time students and people who have retired prior to the state pension age. As a result of this the out-of-work benefit rate is in some ways a more useful measure of 'problem' economic inactivity.

Tables 1 and 2 show the latest economic inactivity and out-of-work benefit rates for Warrington.

Table 1: Percentage of Working Age (16–64 years) Population Who are Economically Inactive, October 2009–September 2010

Warrington		North West		Great Britain	
Number	Percent	Number	Percent	Number	Percent
25,400	20.0	1,123,400	25.3	9,188,700	23.7

Source: ONS, Crown Copyright (NOMIS 2011)

Table 2: Working Age (16–64 years) Benefit Claimants, February 2011

Benefit	Warrington		North West		Great Britain	
	Number	Rate	Number	Rate	Number	Rate
Job Seekers Allowance	4,200	3.3	182,730	4.1	1,438,460	3.7
ESA and Incapacity Benefit	7,980	6.2	384,660	8.6	2,568,700	6.6
Lone Parent	1,540	1.2	78,850	1.8	613,740	1.6
Others on income related benefit	530	0.4	24,650	0.6	191,740	0.5
All out-of-work benefits	14,250	11.1	670,880	15.0	4,812,650	12.3

Source: ONS, Crown Copyright (NOMIS 2011)

These tables show that by national and regional standards, Warrington has relatively low rates of economic inactivity and out-of-work benefit claimants. Despite this, worklessness remains an issue in Warrington, both because of its geographic concentration and as an indicator of wider disadvantage.

The relationships between employment, skills, health and other factors are not fully understood. However, the fact that they are interdependent is inescapable, as Freud (2007) pointed out, the extent to which disadvantages work together and reinforce each other is striking.

Recognition of the links between employment, worklessness and health has also increased in recent years following a major report by Dame Carol Black (2008), which sets out the links between health and employment and the resulting economic, social and individual costs caused by worklessness. The report estimates that the extra cost to taxpayers in benefits etc. is around £60 billion.

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2) The Level of Need in the Population

Unemployment and low income are linked to poor health. In addition to providing material benefits, employment is an important source of self-esteem and social contact. Unemployment may result in low self-esteem, anxiety and depression. Health damaging behaviour, for example, smoking, is more common in unemployed people and evidence shows that unemployed men suffer higher rates of early death.

Table 2 shows that, in February 2011, the out-of-work benefit rate in Warrington stood at 11.1%. This compares favourably with a GB rate of 12.3% and a NW rate of 15%. From March 2008, the number of people claiming out-of-work benefits, increased from 9.9% to 11.8% in March 2009, before falling to 11.1% in 2011. The increase in out-of-work claimants was fuelled entirely by additional people claiming JSA. The number of people claiming the other out-of-work benefits actually fell over this period meaning that the number of people claiming out-of-work benefits increased by around 500 people less than the rise in Job Seekers Allowance. The number of people claiming out-of-work benefits was falling pre-recession. Between February 2000 and February 2008, the rate decreased from 12.6% to 9.9% and, in total, 2,870 fewer people were claiming by the end of this period ([JSA claimant data, charts and maps available here](#)).

The largest single component of out-of-work benefits is Incapacity Benefit (IB) / Employment & Support Allowance (ESA). The IB / ESA rate in Warrington in February 2011 was 6.2% (7,980), this is lower than the GB (6.6%) and NW (8.6%) rates.

The Lone Parent rate in Warrington was 1.2% in February 2011. This was lower than the GB rate (1.6%) and the NW rate (1.8%). Income Support for Lone Parents has been reformed over the last few years, with changes in the age threshold for the youngest child. On the 25th October 2010 it was lowered to 7 and, since then, the number of lone parents claiming Income Support has fallen by 130.

Good overall performance at borough level is not, however, the whole story and worklessness has become entrenched in certain areas of the borough. Among these areas are the Closing the Gap (CtG) SOAs. There is more information on CtG in the [Warrington Wellbeing Strategy](#).

Chart 1: Trend in Claimant Rate for Out-of-Work Benefits

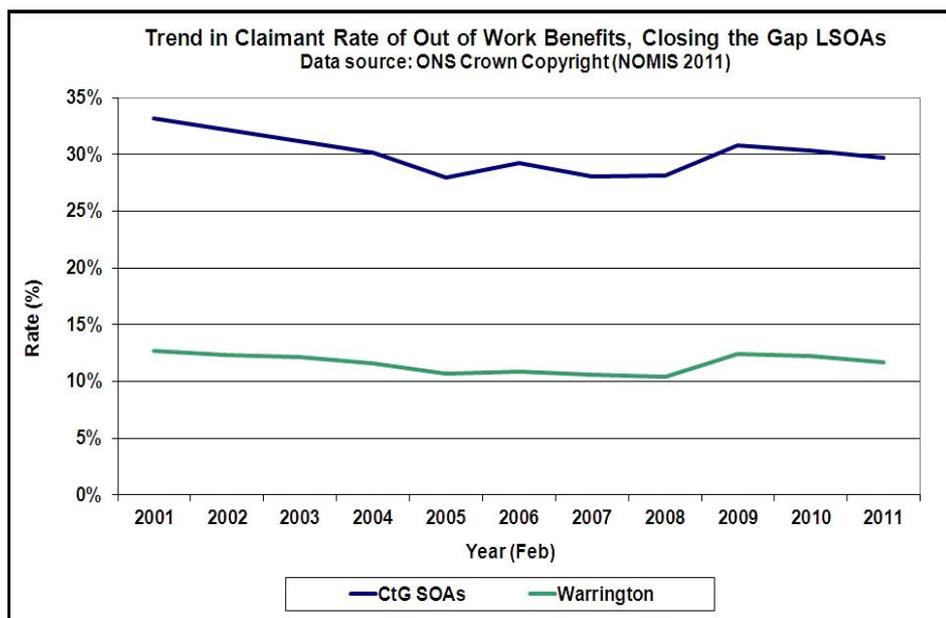


Chart 1 shows the level of out-of-work benefit claimants in the Closing the Gap (CtG) SOAs between 2001 and 2010. Whilst the rate did fall in CtG SOAs, it did not fall by any more than the borough as a whole and the gap between the CtG areas and the borough has remained largely unchanged since February 2004, when the gap was 18.6%, compared with 18.1% in February 2011.

This shows that, despite some attempts to target service delivery at areas with the highest levels of need, the outcomes for people living in these areas have not improved, relative to the rest of the borough. This suggests that far greater targeting will be required to make a significant impact.

Table 3 shows the latest out-of-work benefit information in the CtG SOAs; the average rate across these areas is 29.5%. There are variations, however, even in these areas with rates between 25.1% and 37%.

Table 3: Closing the Gap (CtG) SOAs, Out-Of-Work Benefits

Super Output Areas - Lower Layer	IMD 2010	Feb-11	
		Number	Rate
E01012453 - Dallam	5.2%	280	28.3%
E01012455 - Bewsey	1.6%	380	37.0%
E01012456 - Town Centre	8.6%	420	27.9%
E01012480 - Howley	9.4%	300	25.1%
E01012483 - Watkin St / St Peters Way	3.7%	265	29.1%
E01012508 - Westy	7.9%	275	27.3%
E01012520 - Longford 2	5.7%	285	27.8%
E01012526 - Longford 1	3.3%	330	31.6%
E01012533 - Greenwood	5.0%	260	31.3%
E01012545 - Vulcan, Valiant / Avery Orange	4.4%	290	33.2%
E01012546 - William Sutton Trust	6.4%	275	28.3%
Priority Area Total / Average		3,360	29.5%
Warrington Total / Average		14,270	11.7%

Sources: Department for Communities and Local Government, *Indices of Deprivation 2010*, ONS Crown Copyright (NOMIS 2011), ONS Super Output Area mid-year population estimates for England and Wales (experimental) 2009.

(Note: The number of claimants is different to Table 2 due to rounding. The Warrington rate is different to Table 2 due to the use of 2009 mid-year population figures rather than the 2010 figure.)

Working through the Employment, Learning and Skills partnership, a sub-group of the Local Strategic Partnership, local stakeholders have developed a shared understanding of worklessness in Warrington. Partners have agreed to increase targeted delivery towards the CtG SOAs and better co-ordinate activities across the partnership.

As a result, local partners have also agreed to submit performance information to measure CtG progress. This information is still far from complete and only provides a picture of what is happening in the key SOAs. It is, however, better than anything that has been done previously.

The headline CtG target in this area is PNI001 (people claiming out-of-work benefit in target SOAs.) In common with the other CtG objectives, PNI001 aims to reduce the inequalities between the worst performing areas and the town average. It calls for a 1% reduction per year in the rate of people claiming out-of-work benefits in the target SOAs. This equates to 114 fewer people claiming out of work benefits than twelve months earlier. This is a challenging target given the external factors which can influence whether or not the target is achieved, such as the wider economy and internal migration.

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3) Current Services in Relation to Need

Current provision can be split into two broad categories. Services that are directly delivered/commissioned locally (generally by the CELS team), over which the ELS partnership can exercise a high level of control, and those activities commissioned and/or delivered by regional/national organisations. Whilst the ELS partnership may attempt to influence other providers it is unable to compel them to deliver against the priorities set locally. Provision that has been commissioned nationally/regionally but over which there is a high degree of local control, for example Personal Community Development Learning, has been included as local provision.

Current or recent **local** provision includes:

- Skills for Jobs Phase 2 - Building upon a successful Skills Funding Agency supported project, Skills for Jobs is aimed specifically at supporting CtG residents into employment.
- Lavender Hill – A research project working with over 50s to identify and address barriers preventing people in this age group from gaining employment.
- Warrington Employability Fund – Provides grants to individuals to help address barriers to employment, grants average £300.
- North West Coalfields Communities Regeneration Programme – A range of projects aimed at addressing the additional barriers people living in Warrington's former coalfield communities' face. There is a strong correlation between these areas and the CtG SOAs.
- Personal Community Development Learning (PCDL) – Delivers a range of soft learning in local venues to help address skill gaps in the community.
- Family Learning – Aims to help family members to learn together, including encouraging 'hard to reach' parents to take a more active part in their children's education.
- Apprenticeships – Warrington Borough Council, Warrington Collegiate and many others deliver a range of work-based learning for both their internal workforce and external organisations.
- Enterprise Coaching – Managed by local third sector organisations, this project aims to build entrepreneurship in areas with low levels of business start-up.
- Small and Medium Sized Enterprises Recruitment Project - Aims to improve relationships with local businesses, support them to improve recruitment practices and help to overcome any barriers preventing the hiring of new staff.

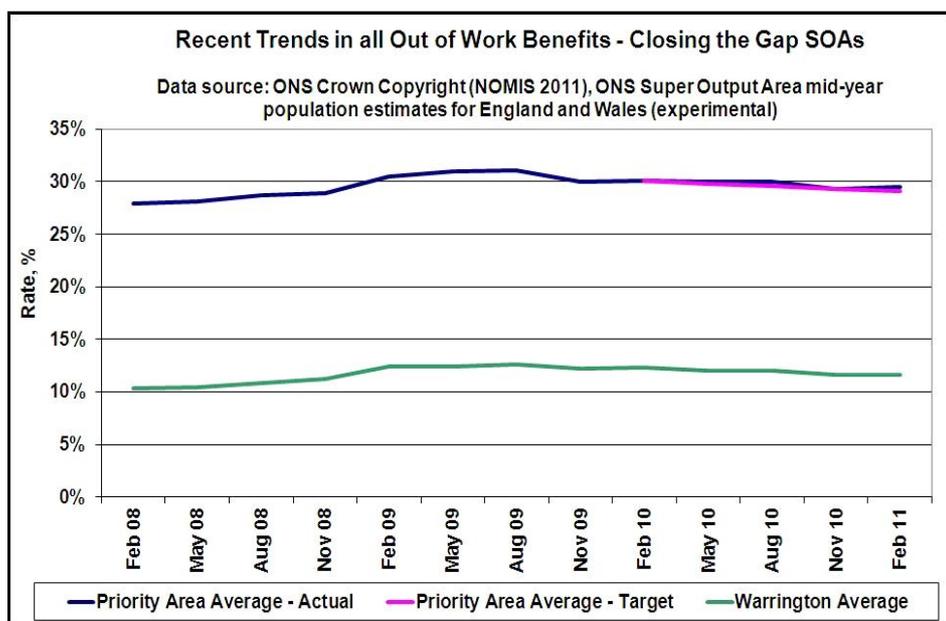
Major **national/regional** provision includes:

- Future Jobs Fund – Delivered by the CELS team, aimed primarily at long-term unemployed 18 – 24 year olds and worth around £1 million, the Future Jobs Fund has supported 160 people in to work over the last 2 years.
- Work Programme – A major new payment by results programme launched in June 2011 by the Department of Work and Pensions (2011) which replaces much of Jobcentre Plus previous provision, including New Deal and Pathways to Work. Three organisations have been contracted to deliver in Warrington, these are Avanta/TNG, G4S and Seetec. Contracts have been awarded to these organisations for 5 years (subject to performance) and they have been given freedom and flexibilities to develop new and innovative approaches to tackling worklessness. Individuals will be referred at different points depending on personal circumstances and payments will vary for clients on different types of benefits.
- Other Jobcentre Plus Provision – Includes advisor support, work clubs, contracted provision and the New Enterprise Allowance. The New Enterprise Allowance aims to support unemployed people into self employment by providing help and support and access to a low cost loan. Work Clubs are locally led groups set up to support unemployed people, a number of clubs exist across Warrington.
- Warrington Collegiate – A major provider of both mainstream learning provision and targeted support for unemployed residents referred for skills provision by Jobcentre Plus and generally funded by the Skills Funding Agency and/or the European Social Fund.

This list is not comprehensive and the Community Employment, Learning and Skills team will shortly be conducting a full audit of provision across Warrington. The results of this audit will be attached as an addendum to this chapter.

As mentioned in section 2, the headline CtG indicator for worklessness is PNI001 (people claiming out-of-work benefit in target SOAs.) Between February 2010 and February 2011, the out-of-work benefit rate fell by 0.6%, rather than the target figure of 1%. The target was, however, on track until November 2010, but since then progress has stalled. This coincides with sluggish growth and falling confidence nationally, as documented by the British Chamber of Commerce (2011). Chart 2 shows changes over this period.

Chart 2: Trend in Out-of-Work Benefit Rate in Closing the Gap LSOAs



Source: ONS Crown Copyright (NOMIS 2011), ONS Super Output Area mid-year population estimates for England and Wales (experimental).

One of the major challenges when assessing if service delivery is sufficient to meet local need is the external factors which affect the scale of the intervention required to deliver a 1% **net** reduction in the rate of people claiming out-of-work benefits. In poor economic conditions with a high rate of redundancies, increased outcomes would be required to meet the same target. Initially the Employment, Learning and Skills Partners will aim to support 228 people into employment, twice the net figure of 114. This level of delivery may not prove to be enough to deliver the reductions in the overall rate required and the target will be monitored on an ongoing basis.

Between January and June 2011, the partnership supported 81 people into employment. This suggests that current performance needs to be improved over the next few months to meet the aspiration of 228.

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4) Projected Service Use and Outcomes in 3-5 Years and 5-10 Years

Making predictions on future service use is exceptionally difficult in this area due to the number of external factors (especially those which are completely unforeseen) that can radically alter the number of people needing support. For example, no forecasts made prior to 2007 would have included the increase in unemployment caused by the global economic crisis.

Worklessness can also be impacted by changes in benefit rules and government policy which can effectively change the nature of the 'issue' very quickly.

Cheshire East produces economic forecasts for Cheshire, Warrington and Halton. All future trend predictions are 'policy off', i.e. they do not therefore account for any potential changes in government policy. The forecasts selected for use in this chapter are based on the ONS Population Projections. Local population projections are also released by Cheshire East, however, for simplicity, these have not been included. The base year for all projections is 2008.

According to the projections, the number of employees in Warrington will rise from 132,100 in 2008 to 148,100 in 2025. This is, however, fuelled by increases in female employment and male employment is actually predicted to fall by around 1,000. The increase in employment is equally split between full- and part-time work.

The economic forecasts suggest that the working age economic activity rate in Warrington will fall from 83.4% in 2008 to 82.1% in 2025. This does not, however, take into account any changes in pensions, for example in the public sector, which will make early retirement more difficult.

A large proportion of those on benefits are currently claiming an inactive benefit (for example, **Incapacity Benefit**) and they are not, therefore, required to take steps towards employment. Whilst many people in this group do want to work and therefore engage with service providers, others do not. At the moment, employment services are not required to engage with these individuals. This is, however, changing. The Government is currently assessing all claimants of Incapacity Benefit on their eligibility for the replacement Employment Support Allowance (ESA) (Department for Work and Pensions, Feb 2011). Trends so far indicate that a large proportion of people will not be deemed as eligible to receive unconditional support through ESA and will, therefore, either be placed on Job Seekers Allowance or be expected to take steps towards employment via the work focused component of ESA. Given the concentration of benefit claimants, this potentially has a huge impact on the Closing the Gap SOAs and managing this transition will be an important part of the role of all employment service providers over the medium term.

It is unclear exactly how much pressure this will place on existing services; the Government assumes a proportion of these people will gain employment without any intensive support. However, evidence from the Social Market Foundation (2011) suggests this may be optimistic.

A major unknown factor is the level of job creation in both the local and national economies as well as the risk of another recession. There are also significant risks around the full impact of public sector job cuts. The Government forecasting models assume a significant amount of private sector job creation over the next few years. The success of the Work Programme is heavily dependant upon this job creation. However, the likelihood of job growth in the next two years looks low, with one of the key findings of the Cheshire and Warrington Business Survey (BMG Research 2011) being that the sub-region was facing a 'jobless recovery'. Given that economic conditions have worsened since the Business Survey was completed and the recovery is now in doubt, the jobless part of the statement looks even more likely.

Further major benefit reform is expected in 2013 (Department for Work and Pensions 2010), with the possible introduction of the Universal Credit which would replace a range of in- and out-of-work benefits with a single payment. Currently, it is possible that an individual could lose more money in benefits than they would earn by working. One of the advantages put forward for the Universal Credit is that all work would result in a net financial increase for an individual and encourage people to take even a few hours work as a step towards full-time employment.

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5) Evidence of What Works

The importance of good local intelligence was highlighted as part of the Houghton Review (2009) which suggested that Local Authorities should conduct a Worklessness Assessment and, **using this evidence, develop Work and Skills plans. The Houghton Review (2009) also** highlighted the importance of the role of Local Authorities within the worklessness agenda by providing local leadership and democratic oversight. Warrington, led by the ELS partnership, has taken important steps towards implementing this approach. However, it is recognised that more work can be done to ensure that ELS partnership decision-making is more intelligence led and, where local flexibility allows, programmes are only commissioned or de-commissioned **based on thorough evaluations and a more robust evidence base. This would highlight which** interventions are effective and cost-effective, and over what timescale.

Unfortunately, there is also a lack of benchmarking information to compare performance between different geographical areas. In part, this is because it is not a statutory service for local authorities and there is no prescribed way of doing things. Every Local Authority has different priorities, resources and methods of working which mean that trying to work out relative performance is very difficult. If this is widened to all the partners involved it becomes even more difficult.

Building upon Houghton et al. (2009), the Department for Work and Pensions' Worklessness Co-design Final Report (June 2011) sets out the practical steps that Local Authorities can take to work better with Jobcentre Plus. These include building inclusive local partnerships, co-designing service to meet local needs and improving local data. The recommendations in the document mirrored much of the recent work that had been undertaken by partners in Warrington.

Local Government Improvement and Development provides a range of resources to help support Local Authorities provide better services for local residents around worklessness. More information is available at:

<http://www.idea.gov.uk/idk/core/page.do?pageId=23548170>

Warrington Borough Council commissioned a review of the Skills for Jobs Phase 1 (Merlin Minds, 2011), which looked at what could be learnt from the scheme. The evaluation highlighted the use of a job coach, to provide in-work support to clients once they had entered employment, and the good links with local employers as particular strengths of the project. The lead sub-contractor for the project is also a contractor on the Work Programme and lessons from this project will be built into future provision.

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6) (Target) Population/Service User Views

The CELS team's most recent Self-Assessment Review (SAR) (Warrington Borough Council, 2010) rated 'Outcomes for Learners' at Grade 2 (good). This was due to a range of factors, including:

- High success rates for Work Based Learning, 96.3% compared with a national average of 71%.
- Good teaching delivered by Work Based Learning and Family Learning.
- Positive impacts for key client groups, including people with disabilities and vulnerable families.
- The Skills for Jobs programme significantly overachieving against its targets and achieving a higher rate of sustained employment (more than 13 weeks) than was expected.
- Service user feedback from the 2010 SAR on the Sustainable Employment Programme showed all users as either satisfied or very satisfied.

Feedback received about the recently completed Future Jobs Fund was overwhelmingly positive, with those people taking part valuing both the experience and the support provided by Warrington Borough Council and the employers taking part in the scheme (many of whom play a full part in the ELS partnership). Feedback to date has been obtained via user and employer questionnaires and a full evaluation of the programme is currently being developed.

As well as providing evidence of best practice, the evaluation of Skills for Jobs also investigated users' views of the programme. The feedback was also overwhelmingly positive.

A number of client focus groups have been held as part of the Lavender Hill Project, a scheme aimed at providing tailored support to over 50s. The feedback from these sessions has been very positive about the project. A major part of the final research report for the project will be service user views on what works.

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7) Unmet Needs and Service Gaps

The welfare agenda is undergoing a period of significant change at both a national and local level. This means that it is currently difficult to assess where gaps in provision may arise. An important part of this will be addressing any local gaps which emerge in Work Programme provision.

One possible side effect of increasing service provision in the CtG SOAs is that some people with multiple barriers, but living outside the priority areas, may not get the level of support they need. The ELS partnership recognises this and there is a commitment to continue to provide support for those with the highest level of need, including unemployed 16–24 year olds, people with disabilities/mental health issues and individuals aged over 50.

Another gap is around measuring and mapping low levels of literacy and numeracy in the borough. Whilst there is some evidence around low skills, there is a need in Warrington for skills for life provision and the uptake of these services is used as a proxy measure for the need for literacy and numeracy support. The latest information on literacy and numeracy available at ward level was produced in 2003 (Department for Education and Skills). There may be value in carrying out research in the SOAs in the future, although there are fairly serious barriers which would need to be overcome before this could take place, for example, cost and how to gather the information.

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8) Recommendations for Commissioning

A large proportion of the services designed to tackle worklessness are commissioned by national or sub-national organisations, for example, the Department of Work and Pensions or the Skills Funding Agency. Therefore, whilst Warrington Borough Council and partners' locally commissioned activity is important, the ELS partnership's ability to influence and direct other delivery will be vitally important in ensuring success around the worklessness agenda.

Central to this will be providing added value either around other provision or in a way which increases delivery against key priorities. An example of this is ensuring that local venues are available within target SOAs that are accessible and fit for purpose. The CELS team was recently able to secure PSA funding via Warrington Partnership to work in this area. This will be especially important when engaging with the Work Programme.

A number of internally funded/delivered CELS programmes have, or will shortly be, coming to an end. This provides an opportunity to reappraise all service provision and commission a range of future activity based upon a better understanding of local evidence and other organisations' delivery.

Recommendations:

- **Maintain focus on the CtG SOAs** – It is clear that less targeted approaches did not work and, therefore, if partners are to have a real impact then a high degree of targeting is vital.
- **Ensure delivery from local venues** – Working in partnership with the Neighbourhood Teams, partners should work as locally as possible to ensure that their services are accessible to all members of the community.
- **Build capacity in the third sector to deliver employment services** – Some organisations in the third sector have extensive experience, others, however, do not. Ensuring that all local organisations have some expertise in employment support will bring added value to a range of other provision being delivered in local venues.
- **Support the local Work Programme contractors to ensure that the programme is successful in Warrington** – Whilst most of the policy around the Work Programme is being set nationally, there are practical steps which ELS partners can take to influence delivery. The focus should be on removing any barriers preventing successful delivery against key priorities.
- **Develop activities as any gaps emerge in other provisions** – There have been extensive changes in employment provision over the last year and at this stage it is difficult to predict how different provisions will interact. The ELS partnership should develop additional provision as required.
- **Improve relationships with employers and evaluate whether a shared employer engagement service for the ELS partners is practical** – The active involvement of local employers is an important part of any employment provision. ELS partners are aware of this; however, there is a risk that each of them will try to engage separately with the same employers. A shared employer engagement service would prevent this, although there are obvious barriers, given the target driven and commercial nature of some provision.
- **Increase the number of apprenticeships available to people, especially those aged 16–18 years, living in the CtG areas** – The CELS team is currently developing a programme aimed at supporting people into apprenticeships with social enterprises. Alongside this however more apprenticeships need to be developed in the private sector.

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9) Recommendations for Needs Assessment Work

- The information in this chapter is built upon Warrington's Worklessness Assessment which is being undertaken concurrently with this chapter of the JSNA. Once complete, the Worklessness Assessment should provide evidence base for employment interventions. A mapping document of current provision will form part of the assessment.
- Look to develop a method of capturing levels of literacy and numeracy within the CtG SOAs, as well as the impact this has on employment rates – There is no information available on levels of literacy and numeracy at SOA level. The ELS partners may wish to commission research into this in the future.

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